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S.F. MUNICIPAL TRANSPORTATION AGENCY

RIDERSHIP SURVEY 2011

EXECUTIVE SUMMARY, KEY FINDINGS, TOPLINE DATA (MARGINALS) AND CROSSTABULATED TABLES

prepared for
MARKETING DEPARTMENT – S.F. MUNICIPAL TRANSPORTATION AGENCY

compiled by
COREY, CANAPARY & GALANIS RESEARCH
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EXECUTIVE OVERVIEW

Ridership Survey 2011
S.F. Municipal Transportation Agency

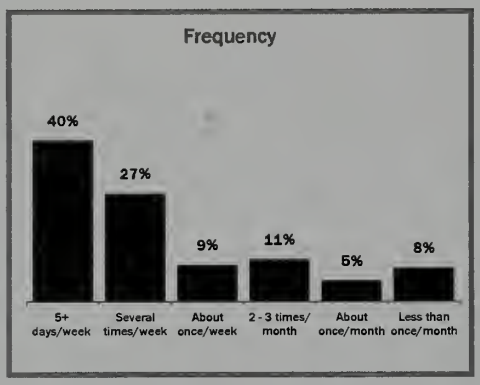
BACKGROUND

This project was a telephone survey conducted among adult San Francisco residents who had used Muni in the past six months. A total of 582 interviews were conducted during the period October 27 through November 14, 2011. Interviews were conducted in English, Spanish, and Cantonese.

KEY FINDINGS

USAGE OF MUNI

Four out of every ten respondents (40%) use Muni at least five days a week.



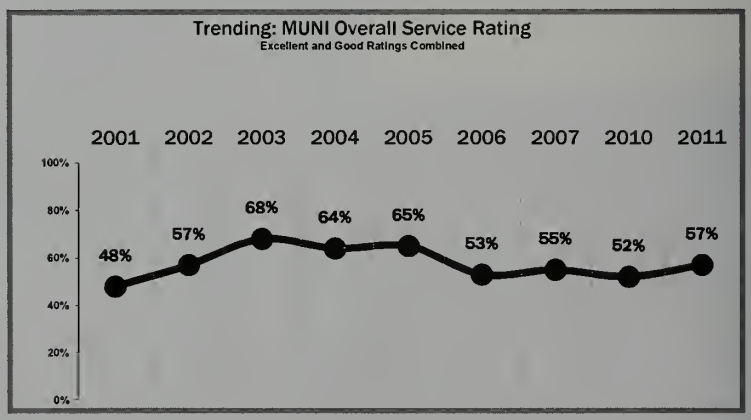
- A lower of share Caucasian riders (37%) use Muni often (5 days a week or more) compared to other ethnicities. Hispanics (49%) and Asians (44%) were most likely to ride Muni at least five days a week.
- Most (61%) indicate that they would consider walking a longer distance to their Muni stop if they knew it would reduce their overall travel time.

Potential respondents who were disqualified from the survey because they had not ridden Muni in the last six months were asked the main reason they did not ride Muni. The most cited reasons were that the respondent preferred to use their personal vehicle or that they felt that Muni trips took too long.

OVERALL RATING

Well over half of respondents (57%) rate Muni service as excellent or good.

- Overall satisfaction among Muni riders has increased slightly compared to 2010 (the last time the survey was conducted), when 52% rated Muni service excellent or good.
- Those who use Muni at least several times a week rate the service more highly than other riders.



IMPROVING MUNI

The aspects of MUNI respondents would most like to see improved include:

- More accurate schedules/On time performance
- More frequent service/Longer hours
- Overcrowding
- Service reliability

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MUNI SERVICE ATTRIBUTES

Riders were asked to rate Muni's performance on a variety of attributes as Excellent, Good, Fair, or Poor. Responses were assigned a value, with Excellent equaling "4" and Poor equaling "1", to come up with an average (mean) score for each attribute.

The **attributes which rated highest** were:

- Accessibility for persons with disabilities
- Safe operation of vehicles
- Operator (driver) helpfulness

Those attributes **rated lowest** were:

- Vehicle cleanliness
- Service frequency
- Service reliability

MUNI WEB SITE

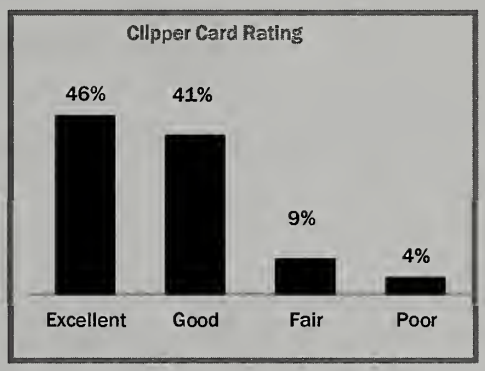
More than half of all riders (58%) have visited the Muni website.

- Males (64%) are somewhat more likely than females (54%) to have visited the web site.
- Riders who visited the website gave it an overall rating of 2.66 (out of 4).

CLIPPER CARD RATING AND FAMILIARITY WITH MUNI'S AMBASSADOR PROGRAM

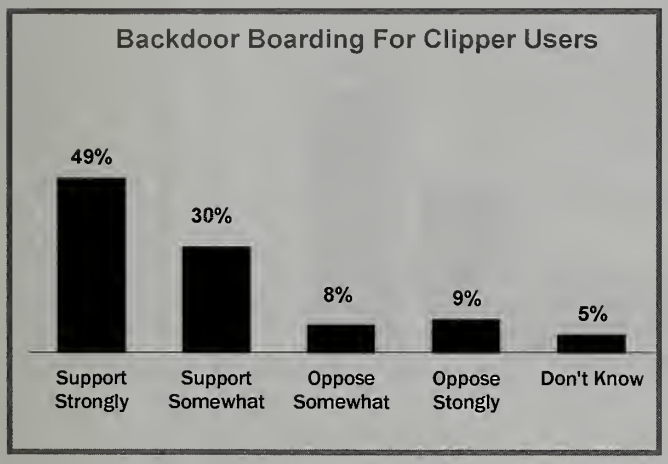
Nearly nine out of ten respondents (87%) who used a Clipper Card to pay their fare rated the experience excellent or good.

- Those who used their Clipper Card on Muni gave an overall rating of 3.29 (out of 4) to their Clipper Card experience.
- Of those who do not use Clipper, over half (57%) said they do not use it because they do not ride Muni enough.
- Only 9% said they are familiar with the Muni Ambassador program.
- However, 60% of respondents said such a program would be at least somewhat useful.



BACK DOOR BOARDING

Nearly eight out of every ten respondents (79%) support allowing Clipper users to board through the back doors.



- The most often cited reason for support of the change was that it would allow passengers to board faster and help the bus stay on schedule. Respondents said it would also force passengers to fill in the back of the bus.
- The most cited reason for opposing this change was that it would make it easier for fare evaders to board the bus. Respondents also expressed concern that the volume of passengers boarding through the back would make it difficult to alight from the vehicle.

Notes: The sample sizes in the total are: 2011 (582), 2010 (563), 2007 (445), 2006 (443), and 2005 (400). Percentages may not add up to 100% due to statistical rounding.

RIDERSHIP SURVEY 2011

Conducted for the San Francisco Municipal Transportation Agency

KEY FINDINGS

Field work conducted October 27 through November 14, 2011

Prepared by
COREY, CANAPARY & GALANIS RESEARCH
San Francisco, California

Presentation to
San Francisco Metropolitan Transportation Agency Board of Directors

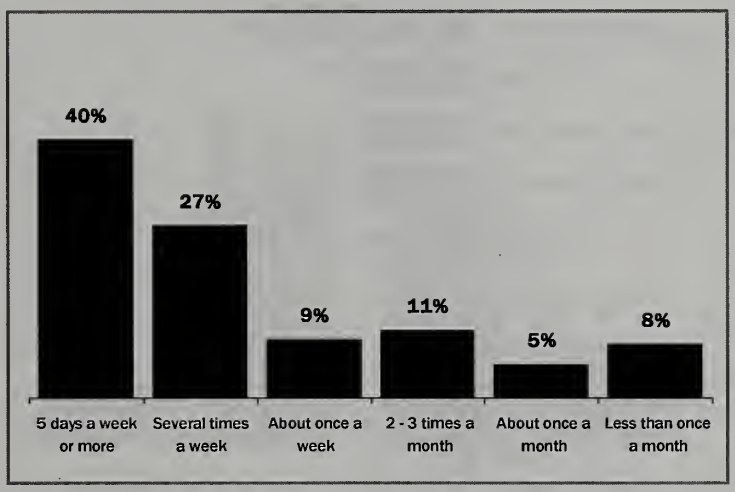
SURVEY DETAILS

TECHNIQUE	Telephone interviewing
FIELD DATES	October 27, 2011 through November 14, 2011
INTERVIEWS	582 completed interviews
SAMPLE FRAME	Current adult residents of San Francisco who have used Muni in the past 6 months. A hybrid cell phone/listed/RDD sample was utilized to contact county residents. Interviews were conducted in English, Spanish, and Cantonese.
MARGIN OF ERROR (at 95% confidence level)	+/- 4.1% for total sample (n=582)
NOTES	Responses are rounded to the nearest whole percentage. On some questions, the percentages may not add up 100% because of statistical rounding.

USAGE OF MUNI

FREQUENCY OF RIDING MUNI

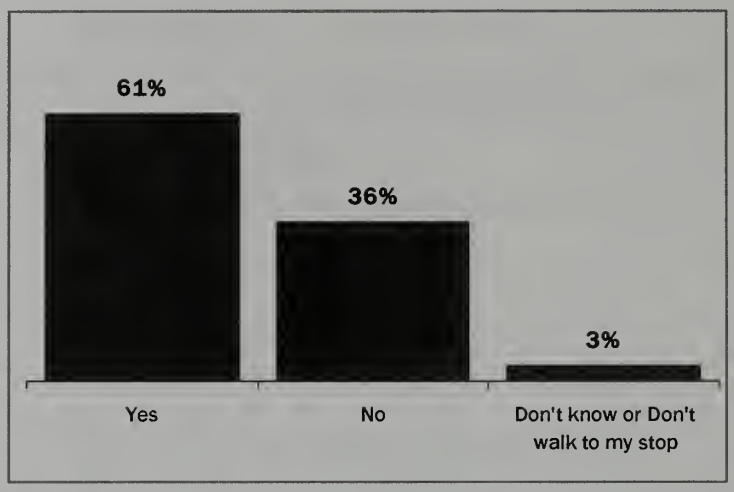
5. How often do you ride MUNI?



Base. 2011 Total (n=582)

CONSIDER WALKING LONGER DISTANCE TO BUS STOP

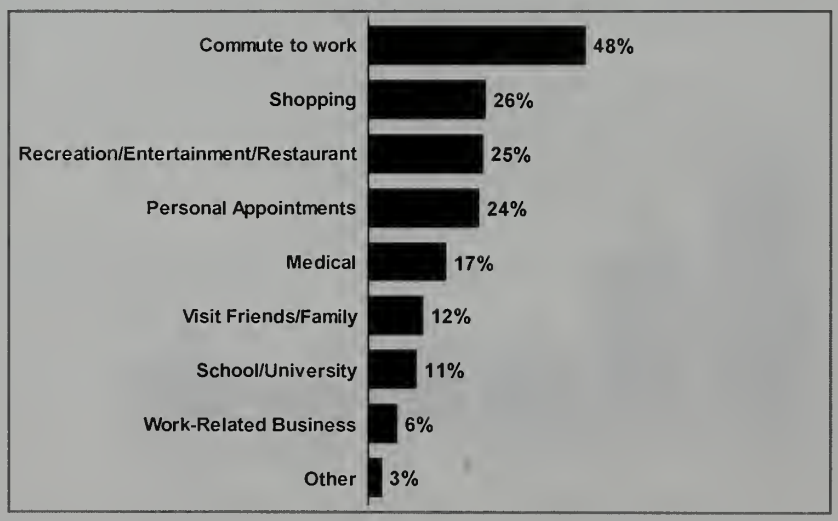
17. Think about your walk to the bus stop on a typical Muni trip. Would you consider walking a longer distance to your Muni stop if you knew it would reduce your overall travel time?



Base: 2011 Total (n=582)

PURPOSE OF RIDING MUNI

34. When you use MUNI, what is the main purpose of the trips you make?



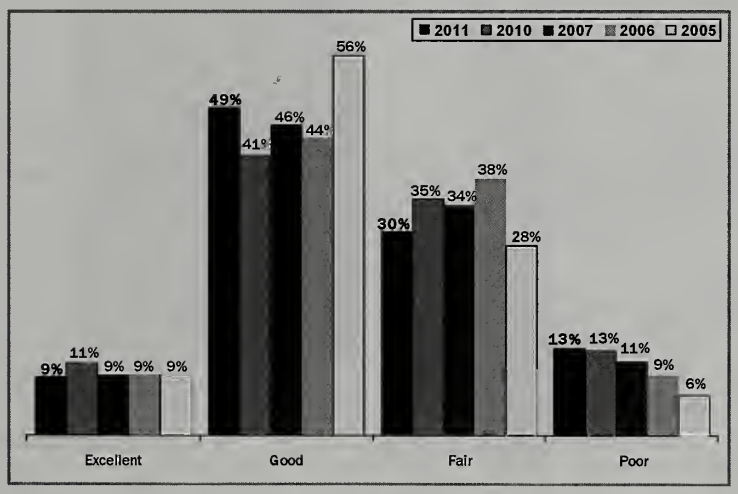
Base: 2011 Total (n=582)

SATISFACTION RATINGS

Base. Total (n=563)

OVERALL RATING OF MUNI SERVICE

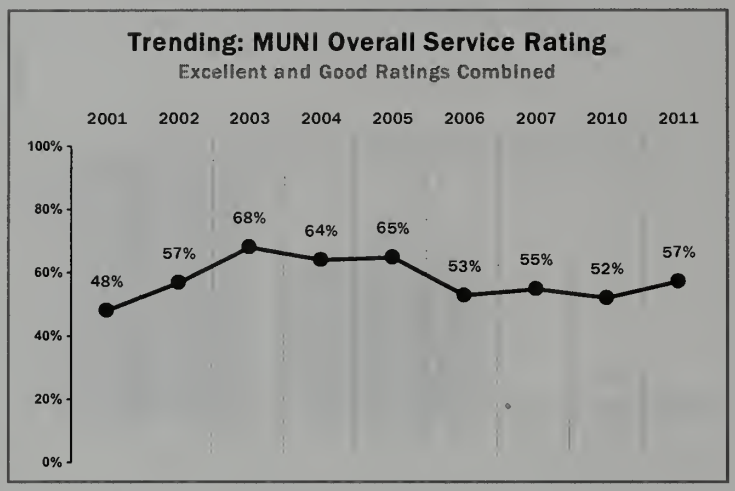
6. Overall, how would you rate MUNI's service? Would you say...



Base. 2011 Total (n=582)

OVERALL RATING OF MUNI SERVICE - TRENDING

6 Overall, how would you rate MUNI's service? Would you say



Important Note: Between 2001-2004, a 5 point scale was used: excellent, good, fair, poor and very poor. Since 2005, a four point scale has been used: excellent, good, fair, and poor. In 2011, the excellent rating of 8.6% and the good rating of 48.5% combine to 57.1%

Base: 2011 Total (n=582)

OVERALL RATING OF MUNI SERVICE – SUB-GROUP RATINGS

6. Overall, how would you rate MUNI's service? Would you say

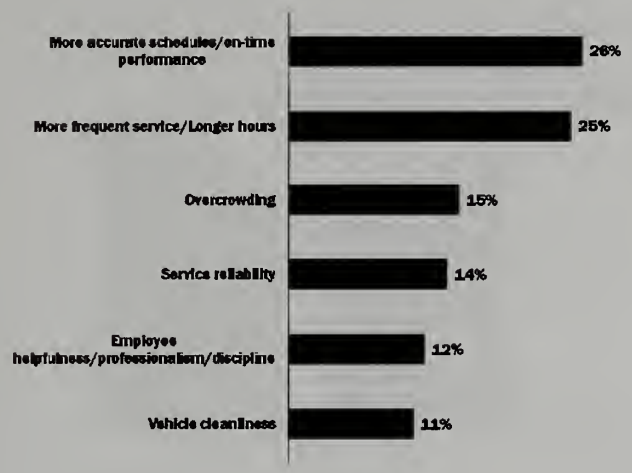
Note: Read % across ▸

Satisfaction Rating by...	2011 Excellent /Good	Fair	Poor
Total (all respondents) (n = 582)	57%	30%	13%
Usage of Muni			
5 or more days/week (n = 233)	53%	32%	15%
Several times a week (n = 156)	63%	27%	10%
Once a week or less often (n = 193)	57%	30%	14%
Gender			
Male (n = 244)	54%	34%	12%
Female (n = 338)	59%	27%	14%

Base: 2011 Total (n=582)

ASPECTS OF MUNI WOULD MOST LIKE TO SEE IMPROVED

7. What aspects of MUNI would you most like to see improved?
(Open-Ended. Multiple Responses Accepted)



Note: Top items shown above. For complete list, reference the crosstabulated tables

Base: 2011 Total (n=582)

RATING OF SPECIFIC MUNI ATTRIBUTES

Now I would like to ask about the MUNI's performance in different areas. For each area I read, please tell me whether MUNI does an excellent job, a good job, a fair job, or a poor job in this area. ROTATE. (Q8-16)

(% saying excellent or good)

	2011	2010	2007
Accessibility for persons with disabilities	81%	74%	80%
Safe operation of vehicles	76%	67%	69%
Operator (driver) helpfulness	60%	54%	58%
Feeling safe & secure while waiting at a Muni stop or station	60%	57%	Not asked
Feeling safe & secure from crime while on a Muni vehicle	55%	51%	56%
Communication with riders	46%	48%	41%
Service reliability	45%	45%	40%
Service frequency	45%	39%	39%
Vehicle cleanliness	42%	36%	47%

Base. Total (n=563)

COMMUNICATION / MUNI WEB SITE

Base [illegible] (n=56[illegible])

METHODS OF COMMUNICATING WITH RIDERS ABOUT MUNI SERVICE

18. How would you like to receive Muni service or schedule information?

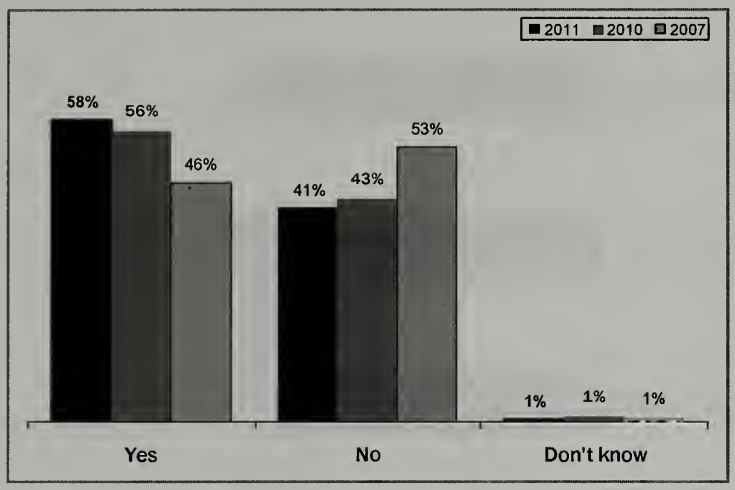
	---2011---
Website/internet/online	37%
At stops/stations	19%
Mobile phone/Phone apps	15%
Email/RSS	11%
Electronic signs	11%
On the bus/train	10%
Phone (673-MUNI/311/511)	8%
Printed maps/flyers/booklets	8%
Nextbus/Nextmuni	7%
TV	6%
Mail	6%
Text message	5%

Note. Top items shown above. For complete list, reference the crosstabulated tables

[illegible] 2011 Total ([illegible])

VISITED MUNI'S WEBSITE

Have you ever visited Muni's web site – "sfmta.com"? (2011, 2010)
Have you ever visited Muni's web site – sfmuni.com? (2007)



Base: 2011 Total (n=582)

VISITED MUNI'S WEBSITE – BY SUB-GROUPS

19. Have you ever visited MUNI's web site – sfmta.com?

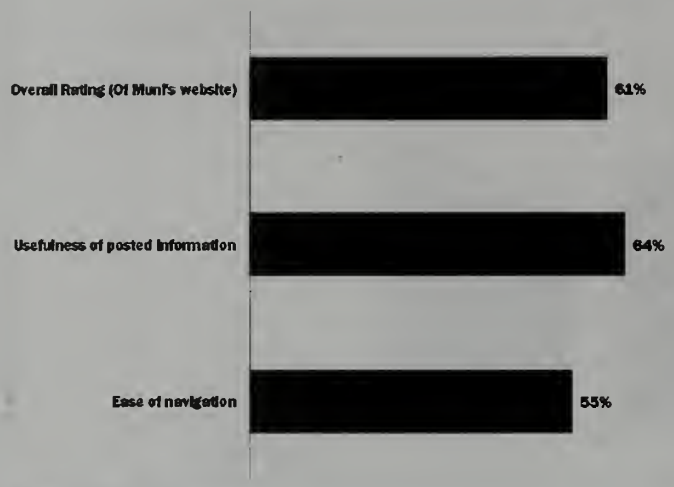
Note: Read % across ▸

	--- 2011 --- Yes	No/ Don't Know
Total (all respondents) (n = 582).....	58%	41%
<u>Usage of Muni</u>		
5 or more days/week (n = 233).....	61%	40%
Several times a week (n = 156).....	59%	41%
Once a week or less often (n = 193).....	55%	45%
<u>Gender</u>		
Male (n = 244).....	64%	36%
Female (n = 338).....	54%	46%

Base: 2011 Total (n=582)

IMPORTANCE OF WEB SITE FEATURES

20-22 How would you rate MUNI's website on each of the following?
(% saying excellent or good))



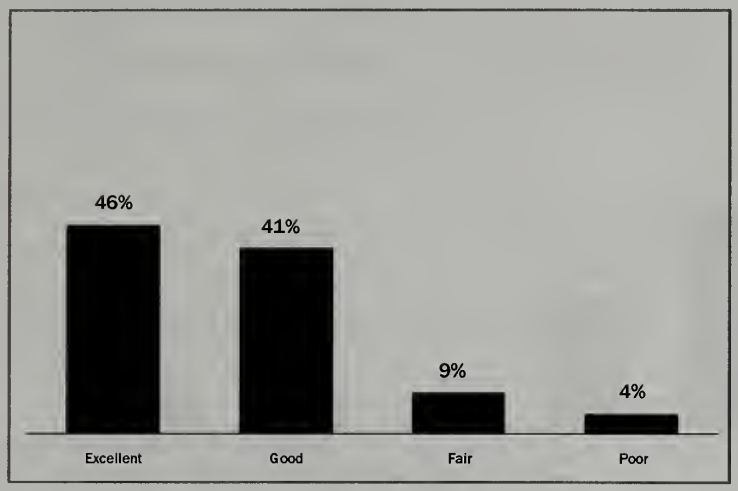
ACCESSING MUNI'S WEBSITE

24 How do you usually access Muni's website?
25. Where do you access the Muni site...at home, at work, or somewhere else?
(Note· Asked only those who said they have visited the MUNI website in Question 19.)

(visited Muni's website)	- - - 2011 - - -
Access Muni Website on	
A computer	84%
A mobile phone	27%
Access Muni Website at	
Home	78%
Work	28%
Somewhere else	18%

CLIPPER CARD RATING

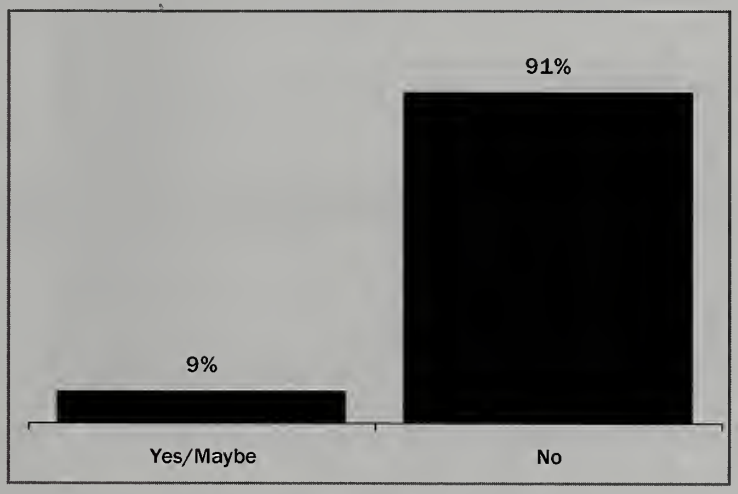
27. How would you rate your experience using Clipper on Muni?



Base. Those who used Clipper on Muni (n=316)

MUNI AMBASSADOR'S PROGRAM

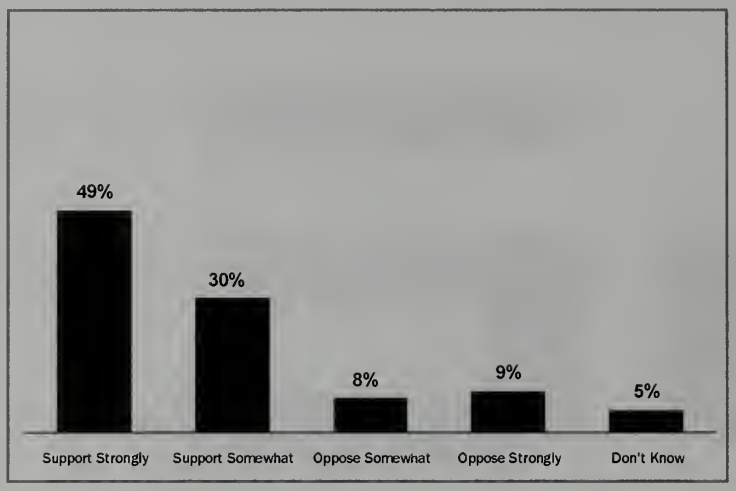
30. Are you familiar with the Muni Ambassador's program?



Base. 2011 Total (n=582)

BACK DOOR BOARDING

32. Muni is considering changing its policy to allow passengers with Clipper cards to board through the back doors of buses Would you support or oppose this change?



Base 2011 Total (n=565)

BACK DOOR BOARDING

33. Reasons for support/oppose

	--- 2011 ---
Support	
Base Those who strongly or somewhat support back door boarding (n=457)	
Board faster/Stay on schedule	49%
Easy access/Crowded buses	34%
Qualified (negative) comment	24%
Passengers already board in back	11%
Make the policy clear/consistent	5%
Oppose	
Base Those who strongly or somewhat oppose back door boarding (n=97)	
Fare evasion	39%
Need a way to monitor payment/Hard to enforce	21%
Everyone should pay their fare/People are not honest	18%
Confuses traffic flow/Doesn't let passengers off first	16%
Safety issues – Crime, rowdiness, shoving, etc	12%

Note. Top items shown above For complete list reference the crosstabulated tables

SF MUNI – 2011 Ridership Survey
Version 3.4. 10/26/11

Hello, this is _____with Corey Research. We are conducting an important survey among adult MUNI riders in San Francisco. Do you live in San Francisco?

YES..... 1
NO .... 2 → terminate
DON'T KNOW / REFUSED .. .. 3 → terminate

1. Have you ridden MUNI within the past six months?

YES 1
NO .... 2 → ask Q1a and terminate
DON'T KNOW .... 3 → terminate

1a. What is the main reason you don't ride Muni more?

_____

_____

(INTERVIEWER NOTES: If necessary explain:

- *The survey should take between 8 - 10 minutes to administer.*
- *The study is an annual survey and is being done for the San Francisco Municipal Transportation Agency.*
- *No selling is involved.*
- *If respondent does not qualify, ask if someone else in the household uses Muni.*
- *Responses will be treated in confidence.*

---

2. Are you eighteen years of age or older?

YES 1
NO .... 2 → terminate
DON'T KNOW .... 3 → terminate

---

3. Do you or any member of your immediate family work for MUNI?

YES .... 1 → terminate
NO 2
DON'T KNOW .... 3 → terminate

BASE- 582

4. Which line or route do you ride most often? (Interviewer: Try for one response, if possible)

	%
1 California	6
1AX / 1BX California A/B Expresses	1
2 Clement	1
3 Jackson	2
5 Fulton	4
6 Parnassus	1
8X Bayshore Express	3
8AX / 8BX Bayshore A/B Expresses	1

BASE- 582

	%
9 / 9L San Bruno / San Bruno Ltd	3
10 Townsend	<1
12 Folsom - Pacific	<1
14 / 14L Mission/Mission Limited	9
14X Mission Express	2
16X Noriega Express	-
17 Parkmerced	<1
18 46th Avenue	1
19 Polk	1
21 Hayes	2
22 Fillmore	6
23 Monterey	-
24 Divisadero	3
27 Bryant	2
28 / 28L 19th Ave / 19th Ave Ltd	1
29 Sunset	3
30 Stockton	5
30X Marina Express	1
31 Balboa	1
31AX / 31BX Balboa A / B Expresses	1
33 Stanyan	1
35 Eureka	1
36 Teresita	<1
37 Corbett	1
38 / 38L Geary /Geary Limited	8
38AX / 38BX Geary A / B Expresses	1
39 Coit	<1
41 Union	1
43 Masonic	3
44 O'Shaughnessy	3
45 Union-Stockton	3
47 Van Ness	2
48 Quintara - 24th Street	1
49 Van Ness - Mission	4
52 Excelsior	<1
54 Felton	1
56 Rutland	<1
66 Quintara	<1
67 Bernal Heights	1
71 / 71L Haight - Noriega / Haight – Noriega Limited	2
76 Marin Headlands	-
80X-Gateway Express	-
81X Caltrain Express	<1
82X Levi Plaza Express	-
88 BART Shuttle	-
91 Owl	-
108 Treasure Island	<1
Muni Metro (J, K, L, etc.) - specify	36
NX Judah Express (Bus)	<1
Cable Car - specify	1
Don't Know/No answer	<1

BASE- 582

Q4a	%
J -Church	6
K-Ingleside	3
L-Taraval	7
M-Ocean View	4
N-Judah	10
F-Market and Wharves (older/ vintage streetcars	2
T – Third Street	3
Muni Metro line (unable to specify)	6
Other (specify) : _____	-
Don't Know	-

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Q4b	%
Powell-Hyde Street Cable Car	-
Powell-Mason Street Cable Car	<1
California Street Cable Car	1
Other (specify) : _____	-

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5. How often do you ride MUNI?

	%
5 days a week or more often	40
Several times a week	27
About once a week	9
Two or three times a month	11
About once a month	5
Less than once a month	8
DON'T KNOW	-

---

6. Overall, how would you rate MUNI's service? Would you say...(read list)

	%
Excellent	9
Good	49
Fair	30
Poor	13
DON'T KNOW (Do Not Read)	-
MEAN (out of 4)	**2.53**

---

7. What aspects of MUNI would you most like to see improved? (RECORD AS OPEN-END)

	%
More accurate schedules/on time performance	26
More frequent service/longer hours	25
Overcrowding	15
Service reliability	14
Employee helpfulness/professionalism	12
Vehicle cleanliness	11

Note: Top Items shown, for complete list reference the crosstabulated tables.

BASE- 582

Now I would like to ask about the MUNI's performance in different areas. For each area I read, please tell me whether MUNI does an excellent job, a good job, a fair job, or a poor job in this area. ROTATE.

	Excel-lent	Good	Fair	Poor	Don't Know
8. Safe operation of vehicles **MEAN (Out of 4) 2.88**	16%	60%	20%	4%	<1%
9. Feeling safe and secure from crime while on a Muni vehicle **MEAN (Out of 4) 2.52**	8%	46%	34%	11%	1%
10. Service frequency **MEAN (Out of 4) 2.33**	6%	40%	36%	18%	1%
11. Vehicle cleanliness **MEAN (Out of 4) 2.30**	5%	36%	42%	17%	<1%
12. Service reliability **MEAN (Out of 4) 2.33**	5%	40%	36%	18%	1%
13. Operator (driver) helpfulness **MEAN (Out of 4) 2.67**	15%	46%	29%	9%	1%
14. Accessibility for persons with disabilities **MEAN (Out of 4) 3.10**	29%	53%	11%	4%	4%
15. Communication with riders. That includes any type of communication from Muni. **MEAN (Out of 4) 2.37**	7%	39%	34%	17%	3%
16. Feeling safe and secure while waiting at a Muni stop or station **MEAN (Out of 4) 2.58**	7%	53%	29%	10%	1%

BASE- 582

17. (Next) Think about your walk to the bus stop on a typical MUNI trip. Would you consider walking a longer distance to your Muni stop if you knew it would reduce your overall travel time?

	%
Yes	61
No	36
Do not walk to my stop	1
Don't know	2

18. How would you like to receive Muni service or schedule information?

	%
Website/internet/online	37
At stops/stations	19
Mobile phone/phone apps	15
Email/RSS	11
Electronic signs	11
On the bus/train	10

Note: Top Items shown, for complete list reference the crosstabulated tables.

19. Have you ever visited MUNI's web site – "sfmta.com"?

	%
YES	58
NO	41
DON'T KNOW	1

(Ask among those who have visited site)
How would you rate MUNI's website on each of the following

BASE- 339

	Excel-lent	Good	Fair	Poor	Don't Know
20. Usefulness of Posted Information **MEAN (Out of 4) 2.74**	15%	49%	24%	8%	4%
21. Ease of Navigation **MEAN (Out of 4) 2.61**	12%	43%	31%	9%	5%
22. Overall Rating (of MUNI website) **MEAN (Out of 4) 2.66**	10%	52%	30%	7%	2%

(for overall rating)

23. Why is that?

RATED WEBSITE EXCELLENT OR GOOD OVERALL

BASE- 208

	%
Easy to use/Intuitive/No problems	45
Lots of information/Has the information needed	33
Schedules/Arrival times	23
Trip planning	19
Useful/Helpful information	17
Qualified (Negative Comment)	13
Routes/Route maps	11

RATED WEBSITE FAIR OR POOR OVERALL

BASE- 123

	%
Hard to navigate/Not well organized/Outdated	46
Hard to find information/Cluttered/Useless information	40
Schedules/Arrival times	15
Needs to be faster	14
Inaccurate/Not up to date information	12
Qualifed (Positive) comment	11

Note: Top Items shown, for complete list reference the crosstabulated tables.

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If HAVE NOT visited the Muni website (Q19), skip to Q26.

24. How do you usually access MUNI's web site...(Read List. Multiple responses OK)

	%
A COMPUTER	84
A MOBILE PHONE	27 OR
OTHER DEVICE (specify: ____)	2 (iPad)
DONT KNOW (Do Not Read)	-

25. Where do you access the MUNI site...at home, at work, or somewhere else?

	%
AT HOME	78
AT WORK	28
SOMEWHERE ELSE	18

BASE- 582

26. How do you usually pay your Muni fare?

	%	
Clipper	54	> CONTINUE
Cash	42	> GO TO Q29
Other type of pass	4	> GO TO Q29
Don't know	-	> GO TO Q29

27. How would you rate your experience using Clipper on Muni?

BASE- 316

	%
EXCELLENT	46
GOOD	41
FAIR	9
POOR	4
DON'T KNOW (DO NOT READ)	<1

MEAN (out of 4)..... 3.29

28. Why is that?

RATED CLIPPER EXCELLENT OR GOOD

BASE- 273

	%
Easy to use/Convenient/Swipe and go	33
It works/Accurate/No problems	24
Don't need change/cash/transfer/Safer than money	23
Qualified (Negative Comment)	19
Fast/Speeds boarding/Can get on back door	17

RATED CLIPPER FAIR OR POOR

BASE- 42

	%
Scanner not working	19
Card not working	19
Don't know how to use card/How it works	17
Inconvenient/Difficult to reload	14
Overcharges/Errors on account	10

Note: Top Items shown, for complete list reference the crosstabulated tables.

(Skip if use Clipper)

29. What is the main reason you don't use Clipper (more) on Muni?

BASE- 266

	%
Don't ride that often	57
Lack of knowledge	14
Easier to pay cash/Use pass	14
Cost-Too expensive, lose money, don't want to prepay, etc.	11

Note: Top Items shown, for complete list reference the crosstabulated tables.

BASE- 582

30. The Muni Ambassador's program involves agency employees going into the field to directly help customers with service changes and route assistance. This program gives riders personal assistance on Muni route changes. Are you familiar with the Muni Ambassador's program?

	%
YES	6
MAYBE	3
NO	91

31. How useful is this type of program for Muni riders? Would you say...(Read List)

	%
EXTREMELY USEFUL	18
SOMEWHAT USEFUL	41
NOT TOO USEFUL	15
NOT AT ALL USEFUL	9
DON'T KNOW (Do Not Read)	17

MEAN (out of 4)..... 2.83

32. Muni is considering changing its policy to allow passengers with Clipper cards to board through the back doors of buses. Would you support or oppose this change? (Is that strongly or somewhat?)

	%
SUPPORT STRONGLY	49
SUPPORT SOMEWHAT	30
OPPOSE SOMEWHAT	8
OPPOSE STRONGLY	9
DON'T KNOW (Do Not Read)	5

MEAN (out of 4)..... 3.24

(Support or Oppose)
33. Why is that

SUPPORT BACK DOOR BOARDING

BASE- 457

	%
Board faster/Stay on schedule	49
Easy access/Crowded buses/Pass. don't move back	34
Qualified (Negative Comment)	24
Pass. already board in back	11

OPPOSE BACK DOOR BOARDING

BASE- 97

	%
Fare evasion	39
Need a way to monitor payment/Hard to enforce	21
Everyone should pay their fair share/People not honest	18
Confuses traffic flow/Doesn't let pass. off first	16
Safety issues-Crime, rowdiness, shoving, etc.	12
Difficult for driver/Can't control/Keep track of pass.	11

Note: Top Items shown, for complete list reference the crosstabulated tables.

BASE- 582

34. When you use MUNI, what is the main purpose of the trips you make? (Read List if Necessary. Multiple Responses OK)

	%
COMMUTE TO WORK	48
SHOPPING	26
RECREATION/ENTERTAINMENT/RESTAURANT	25
PERSONAL BUSINESS (APPOINTMENTS, ETC.)	24
MEDICAL	17
VISIT FRIENDS OR FAMILY	12
SCHOOL/UNIVERSITY	11
WORK-RELATED BUSINESS	6
OTHER (SPECIFY) _____	3
DON'T KNOW (DO NOT READ)	1

BASE- 582

35. For statistical purposes only, what is your home zip code?

_____

[Interviewer Note: Only 5 digit zip code is necessary. SF zip codes will be listed on screen]

	%
Zone 1	21
Zone 2	18
Zone 3	19
Zone 4	24
Zone 5	16
Don't Know/Refused	2

ZONE 1 (Northeast – Downtown/Civic Center/Potrero/North Beach)
(Includes ZIP Codes 94102, 94103, 94104, 94105, 94107, 94108, 94109, 94111, 94130, 94133)

ZONE 2 (Northwest – Presidio/Richmond/Marina/Cow Hollow)
(Includes ZIP Codes 94115, 94118, 94121, 94123, 94129)

ZONE 3 (Southwest – Lake Merced/Sunset)
(Includes ZIP Codes 94116, 94122, 94127, 94132)

ZONE 4 (Central/South – Haight/Castro/Noe Valley/Balboa/Excelsior)
(Includes ZIP Codes 94112, 94114, 94117, 94131)

ZONE 5 (Southeast – Bayview/Hunters Point/Portola/Mission/Bernal)
(Includes ZIP Codes 94110, 94124, 94134)

---

36. RACE/ETHNICITY:
What ethnic group do you consider yourself a member of? (IF HESITATES):
Are you white, African American, Hispanic/Latino, Asian, or of some other ethnic or racial background?

	%
White	54
Asian/Pacific Islander	25
Hispanic/Latino	13
African American	5
Other (specify) _____	1
Refused	4

BASE- 582

37. LANGUAGE:
What is the primary language spoken in your household? (single response)

	%
English...	78
Chinese	9
Spanish	7
Tagalog	2
Japanese	1
Arabic	1
Other	2
Refused	1

38. HOUSEHOLD INCOME LEVELS:
What is your approximate annual household income (before taxes)? (Read responses, check one only)

	%
UNDER $7,500	5
$7,500 - $15,000	7
$15,001 - $22,000	5
$22,001 - $29,000	5
$29,001 - $36,500	3
$36,501 - $44,000	5
$44,001 - $51,500	5
$51,501 - $59,000	3
$59,001 - $66,500	2
$66,501 - $75,000	4
$75,001 - $100,000	9
$100,000 OR HIGHER	25
REFUSED	19
DON'T KNOW (DO NOT READ)	4

39. HOUSEHOLD SIZE:
a. In total, how many people live in your household?
_____ (type in number)

	%
1 person	26
2 people	27
3 people	17
4 or more people	27
Don't Know/Refused	3
MEAN (# of people)	**2.70**

(ask unless only one person in household)
b. And how many are under the age of 18?
_____ (type in number)

BASE- 412

None	61
1 child	20
2 children	14
3 children	4
4 or more children	1
MEAN (# of children)	**1.7**

BASE- 582

40. DISABLED:

Do you have a disability or health condition that affects the travel choices you make for trips within San Francisco?

	%
YES	12
NO	87
DON'T KNOW	<1
REFUSED	1

41. RECORD GENDER

	%
MALE	42
FEMALE	58

And for validation purposes, may I have your first name? _____
Those are all the questions I have. Thank you very much for taking the time to complete the survey. Good-bye.

Language (Lang):

	%
ENGLISH	92
SPANISH	4
CANTONESE	4

2011 RIDERSHIP SURVEY

MAIN STATISTICAL TABLES

prepared for

SAN FRANCISCO MUNICIPAL TRANSPORTATION AGENCY (MUNI)

prepared by

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2011 SAN FRANCISCO MUNI RIDERSHIP SURVEY

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BANNER 1

Table 1 Page 1.....WHAT IS THE MAIN REASON YOU DON'T RIDE MUNI MORE?

2011 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q1. HAVE YOU RIDDEN MUNI WITHIN THE PAST SIX MONTHS?

		HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
BASE - ALL RESPONDENTS	582	233	156	53	140	50	282	175	75	339	243	316	27	78	147	7	244	338	537	24	21
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
YES	582	233	156	53	140	50	282	175	75	339	243	316	27	78	147	7	244	338	537	24	21
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
NO	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DON'T KNOW/REFUSED	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NO ANSWER	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Q2. ARE YOU 18 YEARS OF AGE OR OLDER?

		HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
BASE - ALL RESPONDENTS	582	233	156	53	140	50	282	175	75	339	243	316	27	78	147	7	244	338	537	24	21
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
YES	582	233	156	53	140	50	282	175	75	339	243	316	27	78	147	7	244	338	537	24	21
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
NO	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DON'T KNOW	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NO ANSWER	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

2011 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q3. DO YOU OR ANY MEMBER OF YOUR IMMEDIATE FAMILY WORK FOR MUNI?

		HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
BASE - ALL RESPONDENTS	582	233	156	53	140	50	282	175	75	339	243	316	27	78	147	7	244	338	537	24	21
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
YES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NO	582	233	156	53	140	50	282	175	75	339	243	316	27	78	147	7	244	338	537	24	21
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
DON'T KNOW/REFUSED	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NO ANSWER	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Q4. WHICH LINE OR ROUTE DO YOU RIDE MOST OFTEN?

		HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
BASE - ALL RESPONDENTS	582 100.0	233 100.0	156 100.0	53 100.0	140 100.0	50 100.0	282 100.0	175 100.0	75 100.0	339 100.0	243 100.0	316 100.0	27 100.0	78 100.0	147 100.0	7 100.0	244 100.0	338 100.0	537 100.0	24 100.0	21 100.0
MUNI METRO (J, K, L, ETC.)	212 36.4 KNT	85 36.5 NT	47 30.1 T	16 30.2 T	64 45.7 KNORT ACDG	21 42.0 NT	86 30.5 T	72 41.1 GKNOT C	33 44.0 GKNOT C	143 42.2 KNORT CG	69 28.4 T	131 41.5 KNORT CG	9 33.3 T	18 23.1 T	44 29.9 T	2 28.6	102 41.8 KNORT CG	110 32.5 T	203 37.8 GKNT	2 8.3	7 33.3 T
14/14L MISSION/MISSION LIMITED	52 8.9 L	20 8.6 L	14 9.0	8 15.1 L	10 7.1	3 6.0	21 7.4	20 11.4 L	8 10.7	22 6.5	30 12.3 JLS	13 4.1	-	23 29.5 LOQRS GHIJK *BCDEF	14 9.5 L	2 28.6	20 8.2 L	32 9.5 L	41 7.6 L	11 45.8 LOQRS GHIJK *BCDEF	-
38/38L GEARY AND GEARY LIMITED	47 8.1 I	15 6.4	13 8.3 I	6 11.3	13 9.3 I	7 14.0 I	25 8.9 I	13 7.4	2 2.7	19 5.6	28 11.5 IJN	26 8.2 I	3 11.1	3 3.8	15 10.2 I	-	24 9.8 IN	23 6.8	46 8.6 I	-	1 4.8
1 CALIFORNIA	34 5.8	15 6.4	6 3.8	5 9.4	8 5.7	2 4.0	16 5.7	9 5.1	7 9.3	21 6.2	13 5.3	25 7.9 NO	1 3.7	2 2.6	5 3.4	-	10 4.1	24 7.1 N	33 6.1	-	1 4.8
22 FILLMORE	32 5.5	12 5.2	10 6.4	3 5.7	7 5.0	5 10.0	14 5.0	11 6.3	2 2.7	18 5.3	14 5.8	19 6.0	4 14.8	2 2.6	4 2.7	1 14.3	17 7.0 O	15 4.4	30 5.6	2 8.3	-
30 STOCKTON	30 5.2	8 3.4	9 5.8	6 11.3	7 5.0	-	19 6.7	7 4.0	4 5.3	14 4.1	16 6.6	13 4.1	-	2 2.6	13 8.8 BNQ	-	8 3.3	22 6.5	28 5.2	1 4.2	1 4.8
5 FULTON	25 4.3 N	11 4.7	8 5.1	2 3.8	4 2.9	-	12 4.3	11 6.3 N	2 2.7	13 3.8	12 4.9	13 4.1	3 11.1	1 1.3	8 5.4	-	9 3.7	16 4.7 N	22 4.1	-	3 14.3
49 VAN NESS/MISSION	25 4.3 EO	11 4.7 O	11 7.1 EO	1 1.9	2 1.4	4 8.0	11 3.9	10 5.7 EO	-	13 3.8	12 4.9 EO	10 3.2	-	13 16.7 LOQRS EGHJK ABCD	2 1.4	1 14.3	13 5.3 EO	12 3.6	18 3.4	7 29.2 LOQRS FGHJK ABCDE	-
43 MASONIC	19 3.3	9 3.9	5 3.2	1 1.9	4 2.9	2 4.0	12 4.3	3 1.7	2 2.7	10 2.9	9 3.7	7 2.2	1 3.7	4 5.1	8 5.4	-	10 4.1	9 2.7	18 3.4	1 4.2	-

2011 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q4. WHICH LINE OR ROUTE DO YOU RIDE MOST OFTEN?

		HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
9/9L SAN BRUNO/SAN BRUNO	18	10	5	2	1	2	11	2	3	8	10	6	2	5	6	-	8	10	15	1	2
LTD	3.1	4.3	3.2	3.8	0.7	4.0	3.9	1.1	4.0	2.4	4.1	1.9	7.4	6.4	4.1		3.3	3.0	2.8	4.2	9.5
	E	EH					EH				EH			E					E		
24 DIVISADERO	18	8	4	2	4	3	5	8	2	14	4	9	2	3	2	-	8	10	17	1	-
	3.1	3.4	2.6	3.8	2.9	6.0	1.8	4.6	2.7	4.1	1.6	2.8	7.4	3.8	1.4		3.3	3.0	3.2	4.2	
45 UNION-STOCKTON	18	4	4	6	4	2	11	2	3	11	7	14	-	-	4	-	1	17	18	-	-
	3.1	1.7	2.6	11.3	2.9	4.0	3.9	1.1	4.0	3.2	2.9	4.4			2.7		0.4	5.0	3.4		
	Q			BHQ			HQ			Q	Q	HQ						BHQ	HQ		
8X BAYSHORE EXPRESS	17	11	4	-	2	1	10	6	-	3	14	6	1	6	6	-	6	11	13	3	1
	2.9	4.7	2.6		1.4	2.0	3.5	3.4		0.9	5.8	1.9	3.7	7.7	4.1		2.5	3.3	2.4	12.5	4.8
	J	J					J				EJLS			EJ				J			
29 SUNSET	16	9	3	1	3	1	7	5	3	9	7	2	1	4	9	1	6	10	15	1	-
	2.7	3.9	1.9	1.9	2.1	2.0	2.5	2.9	4.0	2.7	2.9	0.6	3.7	5.1	6.1	14.3	2.5	3.0	2.8	4.2	
	L	L								L					L			L	L		
44 O'SHAUGHNESSY	15	5	5	2	3	1	9	2	3	8	7	5	2	4	5	-	4	11	12	3	-
	2.6	2.1	3.2	3.8	2.1	2.0	3.2	1.1	4.0	2.4	2.9	1.6	7.4	5.1	3.4		1.6	3.3	2.2	12.5	
71/71L HAIGHT-NORIEGA	14	4	6	-	4	3	6	4	1	7	7	10	-	1	3	-	3	11	13	-	1
	2.4	1.7	3.8		2.9	6.0	2.1	2.3	1.3	2.1	2.9	3.2		1.3	2.0		1.2	3.3	2.4		4.8
27 BRYANT	12	5	7	-	-	2	4	4	2	8	4	8	-	1	2	1	5	7	11	1	-
	2.1	2.1	4.5			4.0	1.4	2.3	2.7	2.4	1.6	2.5		1.3	1.4	14.3	2.0	2.1	2.0	4.2	
14X MISSION EXPRESS	11	3	3	2	3	2	4	5	-	-	11	1	-	10	-	-	4	7	4	7	-
	1.9	1.3	1.9	3.8	2.1	4.0	1.4	2.9			4.5	0.3		12.8			1.6	2.1	0.7	29.2	
	L										BGLS			KLQRS				L		KLQRS	
														CDEGH						DEFGH	
														AB						ABC	
3 JACKSON	9	4	3	1	1	2	2	5	-	2	7	7	1	-	-	-	7	2	9	-	-
	1.5	1.7	1.9	1.9	0.7	4.0	0.7	2.9		0.6	2.9	2.2	3.7				2.9	0.6	1.7		
											JR						JR				
21 HAYES	9	4	3	-	2	-	4	3	2	3	6	6	1	1	-	1	5	4	8	1	-
	1.5	1.7	1.9		1.4		1.4	1.7	2.7	0.9	2.5	1.9	3.7	1.3		14.3	2.0	1.2	1.5	4.2	
47 VAN NESS	9	3	4	1	1	2	5	2	-	4	5	7	-	2	1	-	5	4	8	1	-
	1.5	1.3	2.6	1.9	0.7	4.0	1.8	1.1		1.2	2.1	2.2		2.6	0.7		2.0	1.2	1.5	4.2	

Q4. WHICH LINE OR ROUTE DO YOU RIDE MOST OFTEN?

		HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
6 PARNASSUS	8	3	4	-	1	2	2	3	1	3	5	6	1	-	1	-	6	2	8	-	-
	1.4	1.3	2.6		0.7	4.0	0.7	1.7	1.3	0.9	2.1	1.9	3.7		0.7		2.5	0.6	1.5		
31 BALBOA	8	3	5	-	-	-	5	3	-	5	3	2	1	1	4	-	3	5	6	1	1
	1.4	1.3	3.2				1.8	1.7		1.5	1.2	0.6	3.7	1.3	2.7		1.2	1.5	1.1	4.2	4.8
48 QUINTARA - 24TH STREET	8	2	3	1	2	-	5	3	-	5	3	4	-	4	-	-	3	5	6	2	-
	1.4	0.9	1.9	1.9	1.4		1.8	1.7		1.5	1.2	1.3		5.1			1.2	1.5	1.1	8.3	
19 POLK	7	2	2	1	2	-	3	3	1	6	1	5	-	2	-	-	6	1	6	1	-
	1.2	0.9	1.3	1.9	1.4		1.1	1.7	1.3	1.8	0.4	1.6		2.6			2.5	0.3	1.1	4.2	
																	R				
28/28L 19TH AVENUE / 19TH AVENUE LIMITED	7	5	2	-	-	1	4	2	-	3	4	-	-	2	5	-	4	3	6	-	1
	1.2	2.1	1.3			2.0	1.4	1.1		0.9	1.6			2.6	3.4		1.6	0.9	1.1		4.8
33 STANYAN	7	3	3	-	1	-	2	3	2	5	2	4	-	2	1	-	-	7	5	2	-
	1.2	1.3	1.9		0.7		0.7	1.7	2.7	1.5	0.8	1.3		2.6	0.7			2.1	0.9	8.3	
2 CLEMENT	6	3	2	-	1	3	1	2	-	1	5	5	-	-	1	-	3	3	6	-	-
	1.0	1.3	1.3		0.7	6.0	0.4	1.1		0.3	2.1	1.6			0.7		1.2	0.9	1.1		
8AX/8BX BAYSHORE EXPRESS	6	5	-	-	1	-	2	4	-	1	5	1	-	1	4	-	1	5	5	-	1
	1.0	2.1			0.7		0.7	2.3		0.3	2.1	0.3		1.3	2.7		0.4	1.5	0.9		4.8
18 46TH AVENUE	6	1	4	-	1	-	3	3	-	4	2	6	-	-	-	-	1	5	6	-	-
	1.0	0.4	2.6		0.7		1.1	1.7		1.2	0.8	1.9					0.4	1.5	1.1		
23 MONTEREY	6	4	1	-	1	-	3	3	-	4	2	3	-	1	2	-	2	4	5	1	-
	1.0	1.7	0.6		0.7		1.1	1.7		1.2	0.8	0.9		1.3	1.4		0.8	1.2	0.9	4.2	
31AX/31BX BALBOA A/B EXPRESSES	6	3	3	-	-	-	5	1	-	6	-	3	-	-	3	-	2	4	6	-	-
	1.0	1.3	1.9				1.8	0.6		1.8		0.9			2.0		0.8	1.2	1.1		
38AX/38BX GEARY A/B EXPRESSES	6	2	3	-	1	-	5	1	-	5	1	5	-	-	1	-	2	4	6	-	-
	1.0	0.9	1.9		0.7		1.8	0.6		1.5	0.4	1.6			0.7		0.8	1.2	1.1		
CABLE CAR	6	5	1	-	-	1	4	-	1	4	2	6	-	-	-	-	2	4	6	-	-
	1.0	2.1	0.6			2.0	1.4		1.3	1.2	0.8	1.9					0.8	1.2	1.1		
30X MARINA EXPRESS	5	3	2	-	-	1	4	-	-	4	1	4	-	-	1	-	2	3	5	-	-
	0.9	1.3	1.3			2.0	1.4			1.2	0.4	1.3			0.7		0.8	0.9	0.9		

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Q4. WHICH LINE OR ROUTE DO YOU RIDE MOST OFTEN?

		HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
37 CORBETT	4	1	1	-	2	1	1	1	1	3	1	3	-	1	-	-	3	1	4	-	-
	0.7	0.4	0.6		1.4	2.0	0.4	0.6	1.3	0.9	0.4	0.9		1.3			1.2	0.3	0.7		
41 UNION	4	1	2	1	-	-	2	-	2	4	-	3	-	-	1	-	1	3	4	-	-
	0.7	0.4	1.3	1.9			0.7		2.7	1.2		0.9			0.7		0.4	0.9	0.7		
67 BERNAL HEIGHTS	4	2	2	-	-	-	2	2	-	1	3	2	-	-	2	-	-	4	4	-	-
	0.7	0.9	1.3				0.7	1.1		0.3	1.2	0.6			1.4			1.2	0.7		
1AX/1BX CALIFORNIA EXPRESS	3	3	-	-	-	1	1	1	-	2	1	2	-	-	1	-	1	2	3	-	-
	0.5	1.3				2.0	0.4	0.6		0.6	0.4	0.6			0.7		0.4	0.6	0.6		
35 EUREKA	3	1	1	-	1	-	1	2	-	2	1	2	-	1	-	-	1	2	2	1	-
	0.5	0.4	0.6		0.7		0.4	1.1		0.6	0.4	0.6		1.3			0.4	0.6	0.4	4.2	
54 FELTON	3	-	1	1	1	1	-	2	-	1	2	-	-	1	2	-	-	3	2	1	-
	0.5		0.6	1.9	0.7	2.0		1.1		0.3	0.8			1.3	1.4			0.9	0.4	4.2	
10 TOWNSEND	2	-	1	1	-	1	1	-	-	2	-	2	-	-	-	-	-	2	2	-	-
	0.3		0.6	1.9		2.0	0.4			0.6		0.6						0.6	0.4		
12 FOLSOM-PACIFIC	2	-	-	1	1	1	-	-	1	1	1	1	-	-	1	-	-	2	1	-	1
	0.3			1.9	0.7	2.0			1.3	0.3	0.4	0.3			0.7			0.6	0.2		4.8
52 EXCELSIOR	2	-	-	1	1	-	1	1	-	1	1	1	-	1	-	-	1	1	1	1	-
	0.3			1.9	0.7		0.4	0.6		0.3	0.4	0.3		1.3			0.4	0.3	0.2	4.2	
66 QUINTARA	2	1	-	-	1	-	1	1	-	1	1	1	-	-	1	-	-	2	2	-	-
	0.3	0.4			0.7		0.4	0.6		0.3	0.4	0.3			0.7			0.6	0.4		
108 TREASURE ISLAND	2	2	-	-	-	-	1	-	1	2	-	2	-	1	-	-	1	1	2	-	-
	0.3	0.9					0.4		1.3	0.6		0.6		1.3			0.4	0.3	0.4		
17 PARKMERCED	1	1	-	-	-	-	-	1	-	-	1	-	-	-	1	-	-	1	1	-	-
	0.2	0.4						0.6			0.4				0.7			0.3	0.2		
36 TERESITA	1	1	-	-	-	-	1	-	-	-	1	1	-	-	-	-	1	-	1	-	-
	0.2	0.4					0.4				0.4	0.3					0.4		0.2		
39 COIT	1	-	-	-	1	-	-	1	-	1	-	-	-	-	1	-	-	1	1	-	-
	0.2				0.7			0.6		0.3					0.7			0.3	0.2		

Q4. WHICH LINE OR ROUTE DO YOU RIDE MOST OFTEN?

		HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
56 RUTLAND	1	-	1	-	-	-	-	1	-	-	1	-	-	1	-	-	-	1	-	1	-
	0.2		0.6					0.6			0.4			1.3				0.3		4.2	
81X CALTRAIN EXPRESS	1	-	-	1	-	-	1	-	-	1	-	-	-	1	-	-	-	1	1	-	-
	0.2			1.9			0.4			0.3				1.3				0.3	0.2		
NX JUDAH EXPRESS (BUS)	1	-	-	-	1	-	1	-	-	1	-	-	-	-	-	-	-	1	1	-	-
	0.2				0.7		0.4			0.3								0.3	0.2		
DON'T KNOW/NO ANSWER	2	-	1	-	1	-	2	-	-	1	1	1	-	1	-	-	1	1	1	1	-
	0.3		0.6		0.7		0.7			0.3	0.4	0.3		1.3			0.4	0.3	0.2	4.2	

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Q4A. MUNI METRO LINE

		HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
BASE - THOSE WHO USE A MUNI METRO LINE	212 100.0	85 100.0	47 100.0	16 100.0	64 100.0	21 100.0	86 100.0	72 100.0	33 100.0	143 100.0	69 100.0	131 100.0	9 100.0	18 100.0	44 100.0	2 100.0	102 100.0	110 100.0	203 100.0	2 100.0	7 100.0
N-JUDAH	60 28.3 N	25 29.4 N	10 21.3	3 18.8	22 34.4 N	6 28.6	24 27.9	21 29.2 N	9 27.3	42 29.4 N	18 26.1	41 31.3 N	2 22.2	2 11.1	10 22.7	-	25 24.5	35 31.8 N	60 29.6 N	-	-
L-TARAVAL	43 20.3	19 22.4	10 21.3	3 18.8	11 17.2	2 9.5	15 17.4	17 23.6	9 27.3	29 20.3	14 20.3	25 19.1	-	3 16.7	13 29.5 F	1 50.0	18 17.6	25 22.7	39 19.2	-	4 57.1 FGLQS E
ANY K-L-M UNDERGROUND LINE (UNABLE TO SPECIFY)	36 17.0	8 9.4	12 25.5 BO	3 18.8	13 20.3	6 28.6	17 19.8	9 12.5	4 12.1	28 19.6 B	8 11.6	29 22.1 BKO	-	2 11.1	4 9.1	-	22 21.6 BO	14 12.7	36 17.7 B	-	-
J-CHURCH	34 16.0	15 17.6	9 19.1	4 25.0	6 9.4	3 14.3	14 16.3	13 18.1	4 12.1	22 15.4	12 17.4	22 16.8	2 22.2	4 22.2	5 11.4	1 50.0	23 22.5 ER	11 10.0	33 16.3	-	1 14.3
M-OCEAN VIEW	25 11.8	11 12.9	9 19.1 EL	1 6.3	4 6.3	3 14.3	9 10.5	9 12.5	4 12.1	14 9.8	11 15.9	9 6.9	2 22.2	2 11.1	10 22.7 EL	-	10 9.8	15 13.6	22 10.8	1 50.0	2 28.6
T-THIRD STREET	18 8.5	10 11.8	2 4.3	-	6 9.4	3 14.3	8 9.3	4 5.6	3 9.1	10 7.0	8 11.6	7 5.3	3 33.3	5 27.8 CHL	3 6.8	-	7 6.9	11 10.0	15 7.4	2 100.0 OQRSU JKLMN *EFGHI	1 14.3
K-INGLESIDE	17 8.0	7 8.2	4 8.5	-	6 9.4	3 14.3	6 7.0	4 5.6	4 12.1	13 9.1	4 5.8	11 8.4	-	2 11.1	2 4.5	-	10 9.8	7 6.4	17 8.4	-	-
F-MARKET AND WHARVES (OLDER/VINTAGE STREETCARS)	9 4.2	4 4.7	1 2.1	2 12.5	2 3.1	1 4.8	2 2.3	4 5.6	2 6.1	7 4.9	2 2.9	7 5.3	-	1 5.6	1 2.3	-	4 3.9	5 4.5	9 4.4	-	-

Q4B. CABLE CAR LINE

		HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
BASE - THOSE WHO SAID THEY RIDE CABLE CAR	6 100.0	5 100.0	1 100.0	-	-	1 100.0	4 100.0	-	1 100.0	4 100.0	2 100.0	6 100.0	-	-	-	-	2 100.0	4 100.0	6 100.0	-	-
POWELL-MASON STREET CABLE CAR	1 16.7	1 20.0	-	-	-	-	1 25.0	-	-	-	1 50.0	1 16.7	-	-	-	-	-	1 25.0	1 16.7	-	-
CALIFORNIA STREET CABLE CAR	5 83.3	4 80.0	1 100.0	-	-	1 100.0	3 75.0	-	1 100.0	4 100.0	1 50.0	5 83.3	-	-	-	-	2 100.0	3 75.0	5 83.3	-	-

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Q4./4A./4B. (SUMMARY) WHICH LINE OR ROUTE DO YOU RIDE MOST OFTEN?

		HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
BASE - ALL RESPONDENTS	582 100.0	233 100.0	156 100.0	53 100.0	140 100.0	50 100.0	282 100.0	175 100.0	75 100.0	339 100.0	243 100.0	316 100.0	27 100.0	78 100.0	147 100.0	7 100.0	244 100.0	338 100.0	537 100.0	24 100.0	21 100.0
MUNI METRO (J, K, L, ETC.)	212 36.4 KNT	85 36.5 NT	47 30.1 T	16 30.2 T	64 45.7 KNORT ACDG	21 42.0 NT	86 30.5 T	72 41.1 GKNOT C	33 44.0 GKNOT C	143 42.2 KNORT CG	69 28.4 T	131 41.5 KNORT CG	9 33.3 T	18 23.1 T	44 29.9 T	2 28.6	102 41.8 KNORT CG	110 32.5 T	203 37.8 GKNT	2 8.3	7 33.3 T
N JUDAH	60 10.3 N	25 10.7 N	10 6.4	3 5.7	22 15.7 DGKNO C	6 12.0	24 8.5 N	21 12.0 N	9 12.0 N	42 12.4 CKNO	18 7.4 N	41 13.0 CDKNO	2 7.4	2 2.6	10 6.8	-	25 10.2 N	35 10.4 N	60 11.2 CN	-	-
L TARAVAL	43 7.4	19 8.2	10 6.4	3 5.7	11 7.9	2 4.0	15 5.3	17 9.7	9 12.0	29 8.6	14 5.8	25 7.9	-	3 3.8	13 8.8	1 14.3	18 7.4	25 7.4	39 7.3	-	4 19.0
MUNI METRO LINE (UNABLE TO SPECIFY)	36 6.2 O	8 3.4	12 7.7 O	3 5.7	13 9.3 BKNO	6 12.0	17 6.0	9 5.1	4 5.3	28 8.3 BKNOR	8 3.3	29 9.2 BKNOR	-	2 2.6	4 2.7	-	22 9.0 BKNOR	14 4.1	36 6.7 BKNO	-	-
J CHURCH	34 5.8	15 6.4	9 5.8	4 7.5	6 4.3	3 6.0	14 5.0	13 7.4	4 5.3	22 6.5 R	12 4.9	22 7.0 R	2 7.4	4 5.1	5 3.4	1 14.3	23 9.4 EGOR	11 3.3	33 6.1 R	-	1 4.8
M OCEAN VIEW	25 4.3	11 4.7	9 5.8	1 1.9	4 2.9	3 6.0	9 3.2	9 5.1	4 5.3	14 4.1	11 4.5	9 2.8	2 7.4	2 2.6	10 6.8	-	10 4.1	15 4.4	22 4.1	1 4.2	2 9.5
T THIRD STREET	18 3.1	10 4.3	2 1.3	-	6 4.3	3 6.0	8 2.8	4 2.3	3 4.0	10 2.9	8 3.3	7 2.2	3 11.1	5 6.4	3 2.0	-	7 2.9	11 3.3	15 2.8	2 8.3	1 4.8
K INGLESIDE	17 2.9	7 3.0	4 2.6	-	6 4.3	3 6.0	6 2.1	4 2.3	4 5.3	13 3.8	4 1.6	11 3.5	-	2 2.6	2 1.4	-	10 4.1	7 2.1	17 3.2	-	-
F MARKET AND WHARVES	9 1.5	4 1.7	1 0.6	2 3.8	2 1.4	1 2.0	2 0.7	4 2.3	2 2.7	7 2.1	2 0.8	7 2.2	-	1 1.3	1 0.7	-	4 1.6	5 1.5	9 1.7	-	-
14/14L MISSION/MISSION LIMITED	52 8.9 L	20 8.6 L	14 9.0	8 15.1 L	10 7.1	3 6.0	21 7.4	20 11.4 L	8 10.7	22 6.5	30 12.3 JLS	13 4.1	-	23 29.5 LOQRS GHIJK *BCDEF	14 9.5 L	2 28.6	20 8.2 L	32 9.5 L	41 7.6 L	11 45.8 LOQRS GHIJK *BCDEF	-

Q4./4A./4B. (SUMMARY) WHICH LINE OR ROUTE DO YOU RIDE MOST OFTEN?

		HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
38/38L GEARY AND GEARY LIMITED	47 8.1 I	15 6.4	13 8.3 I	6 11.3	13 9.3 I	7 14.0 I	25 8.9 I	13 7.4	2 2.7	19 5.6	28 11.5 IJN	26 8.2 I	3 11.1	3 3.8	15 10.2 I	-	24 9.8 IN	23 6.8	46 8.6 I	-	1 4.8
1 CALIFORNIA	34 5.8	15 6.4	6 3.8	5 9.4	8 5.7	2 4.0	16 5.7	9 5.1	7 9.3	21 6.2	13 5.3	25 7.9 NO	1 3.7	2 2.6	5 3.4	-	10 4.1	24 7.1 N	33 6.1	-	1 4.8
22 FILLMORE	32 5.5	12 5.2	10 6.4	3 5.7	7 5.0	5 10.0	14 5.0	11 6.3	2 2.7	18 5.3	14 5.8	19 6.0	4 14.8	2 2.6	4 2.7	1 14.3	17 7.0 O	15 4.4	30 5.6	2 8.3	-
30 STOCKTON	30 5.2	8 3.4	9 5.8	6 11.3	7 5.0	-	19 6.7	7 4.0	4 5.3	14 4.1	16 6.6	13 4.1	-	2 2.6	13 8.8 BNQ	-	8 3.3	22 6.5	28 5.2	1 4.2	1 4.8
5 FULTON	25 4.3 N	11 4.7	8 5.1	2 3.8	4 2.9	-	12 4.3	11 6.3 N	2 2.7	13 3.8	12 4.9	13 4.1	3 11.1	1 1.3	8 5.4	-	9 3.7	16 4.7 N	22 4.1	-	3 14.3
49 VAN NESS/MISSION	25 4.3 EO	11 4.7 O	11 7.1 EO	1 1.9	2 1.4	4 8.0	11 3.9	10 5.7 EO	-	13 3.8	12 4.9 EO	10 3.2	-	13 16.7 LOQRS EGHJK ABCD	2 1.4	1 14.3	13 5.3 EO	12 3.6	18 3.4	7 29.2 LOQRS FGHJK ABCDE	-
43 MASONIC	19 3.3	9 3.9	5 3.2	1 1.9	4 2.9	2 4.0	12 4.3	3 1.7	2 2.7	10 2.9	9 3.7	7 2.2	1 3.7	4 5.1	8 5.4	-	10 4.1	9 2.7	18 3.4	1 4.2	-
9/9L SAN BRUNO/SAN BRUNO LTD	18 3.1 E	10 4.3 EH	5 3.2	2 3.8	1 0.7	2 4.0	11 3.9 EH	2 1.1	3 4.0	8 2.4	10 4.1 EH	6 1.9	2 7.4	5 6.4 E	6 4.1	-	8 3.3	10 3.0	15 2.8 E	1 4.2	2 9.5
24 DIVISADERO	18 3.1	8 3.4	4 2.6	2 3.8	4 2.9	3 6.0	5 1.8	8 4.6	2 2.7	14 4.1	4 1.6	9 2.8	2 7.4	3 3.8	2 1.4	-	8 3.3	10 3.0	17 3.2	1 4.2	-
45 UNION-STOCKTON	18 3.1 Q	4 1.7	4 2.6	6 11.3 BHQ	4 2.9	2 4.0	11 3.9 HQ	2 1.1	3 4.0	11 3.2 Q	7 2.9 Q	14 4.4 HQ	-	-	4 2.7	-	1 0.4	17 5.0 BHQ	18 3.4 HQ	-	-
8X BAYSHORE EXPRESS	17 2.9 J	11 4.7 J	4 2.6	-	2 1.4	1 2.0	10 3.5 J	6 3.4	-	3 0.9	14 5.8 EJLS	6 1.9	1 3.7	6 7.7 EJ	6 4.1	-	6 2.5	11 3.3 J	13 2.4	3 12.5	1 4.8

2011 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q4./4A./4B. (SUMMARY) WHICH LINE OR ROUTE DO YOU RIDE MOST OFTEN?

		HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
29 SUNSET	16	9	3	1	3	1	7	5	3	9	7	2	1	4	9	1	6	10	15	1	-
	2.7	3.9	1.9	1.9	2.1	2.0	2.5	2.9	4.0	2.7	2.9	0.6	3.7	5.1	6.1	14.3	2.5	3.0	2.8	4.2	
	L	L								L					L			L	L		
44 O'SHAUGHNESSY	15	5	5	2	3	1	9	2	3	8	7	5	2	4	5	-	4	11	12	3	-
	2.6	2.1	3.2	3.8	2.1	2.0	3.2	1.1	4.0	2.4	2.9	1.6	7.4	5.1	3.4		1.6	3.3	2.2	12.5	
71/71L HAIGHT-NORIEGA	14	4	6	-	4	3	6	4	1	7	7	10	-	1	3	-	3	11	13	-	1
	2.4	1.7	3.8		2.9	6.0	2.1	2.3	1.3	2.1	2.9	3.2		1.3	2.0		1.2	3.3	2.4		4.8
27 BRYANT	12	5	7	-	-	2	4	4	2	8	4	8	-	1	2	1	5	7	11	1	-
	2.1	2.1	4.5			4.0	1.4	2.3	2.7	2.4	1.6	2.5		1.3	1.4	14.3	2.0	2.1	2.0	4.2	
14X MISSION EXPRESS	11	3	3	2	3	2	4	5	-	-	11	1	-	10	-	-	4	7	4	7	-
	1.9	1.3	1.9	3.8	2.1	4.0	1.4	2.9			4.5	0.3		12.8			1.6	2.1	0.7	29.2	
	L										BGLS			KLQRS				L		KLQRS	
														CDEGH						DEFGH	
														AB						ABC	
3 JACKSON	9	4	3	1	1	2	2	5	-	2	7	7	1	-	-	-	7	2	9	-	-
	1.5	1.7	1.9	1.9	0.7	4.0	0.7	2.9		0.6	2.9	2.2	3.7				2.9	0.6	1.7		
											JR						JR				
21 HAYES	9	4	3	-	2	-	4	3	2	3	6	6	1	1	-	1	5	4	8	1	-
	1.5	1.7	1.9		1.4		1.4	1.7	2.7	0.9	2.5	1.9	3.7	1.3		14.3	2.0	1.2	1.5	4.2	
47 VAN NESS	9	3	4	1	1	2	5	2	-	4	5	7	-	2	1	-	5	4	8	1	-
	1.5	1.3	2.6	1.9	0.7	4.0	1.8	1.1		1.2	2.1	2.2		2.6	0.7		2.0	1.2	1.5	4.2	
6 PARNASSUS	8	3	4	-	1	2	2	3	1	3	5	6	1	-	1	-	6	2	8	-	-
	1.4	1.3	2.6		0.7	4.0	0.7	1.7	1.3	0.9	2.1	1.9	3.7		0.7		2.5	0.6	1.5		
31 BALBOA	8	3	5	-	-	-	5	3	-	5	3	2	1	1	4	-	3	5	6	1	1
	1.4	1.3	3.2				1.8	1.7		1.5	1.2	0.6	3.7	1.3	2.7		1.2	1.5	1.1	4.2	4.8
48 QUINTARA - 24TH STREET	8	2	3	1	2	-	5	3	-	5	3	4	-	4	-	-	3	5	6	2	-
	1.4	0.9	1.9	1.9	1.4		1.8	1.7		1.5	1.2	1.3		5.1			1.2	1.5	1.1	8.3	
19 POLK	7	2	2	1	2	-	3	3	1	6	1	5	-	2	-	-	6	1	6	1	-
	1.2	0.9	1.3	1.9	1.4		1.1	1.7	1.3	1.8	0.4	1.6		2.6			2.5	0.3	1.1	4.2	
																	R				

Q4./4A./4B. (SUMMARY) WHICH LINE OR ROUTE DO YOU RIDE MOST OFTEN?

		HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
28/28L 19TH AVENUE /	7	5	2	-	-	1	4	2	-	3	4	-	-	2	5	-	4	3	6	-	1
19TH AVENUE LIMITED	1.2	2.1	1.3			2.0	1.4	1.1		0.9	1.6			2.6	3.4		1.6	0.9	1.1		4.8
33 STANYAN	7	3	3	-	1	-	2	3	2	5	2	4	-	2	1	-	-	7	5	2	-
	1.2	1.3	1.9		0.7		0.7	1.7	2.7	1.5	0.8	1.3		2.6	0.7			2.1	0.9	8.3	
2 CLEMENT	6	3	2	-	1	3	1	2	-	1	5	5	-	-	1	-	3	3	6	-	-
	1.0	1.3	1.3		0.7	6.0	0.4	1.1		0.3	2.1	1.6			0.7		1.2	0.9	1.1		
8AX/8BX BAYSHORE EXPRESS	6	5	-	-	1	-	2	4	-	1	5	1	-	1	4	-	1	5	5	-	1
	1.0	2.1			0.7		0.7	2.3		0.3	2.1	0.3		1.3	2.7		0.4	1.5	0.9		4.8
18 46TH AVENUE	6	1	4	-	1	-	3	3	-	4	2	6	-	-	-	-	1	5	6	-	-
	1.0	0.4	2.6		0.7		1.1	1.7		1.2	0.8	1.9					0.4	1.5	1.1		
23 MONTEREY	6	4	1	-	1	-	3	3	-	4	2	3	-	1	2	-	2	4	5	1	-
	1.0	1.7	0.6		0.7		1.1	1.7		1.2	0.8	0.9		1.3	1.4		0.8	1.2	0.9	4.2	
31AX/31BX BALBOA A/B	6	3	3	-	-	-	5	1	-	6	-	3	-	-	3	-	2	4	6	-	-
EXPRESSES	1.0	1.3	1.9				1.8	0.6		1.8		0.9			2.0		0.8	1.2	1.1		
38AX/38BX GEARY A/B	6	2	3	-	1	-	5	1	-	5	1	5	-	-	1	-	2	4	6	-	-
EXPRESSES	1.0	0.9	1.9		0.7		1.8	0.6		1.5	0.4	1.6			0.7		0.8	1.2	1.1		
CABLE CAR	6	5	1	-	-	1	4	-	1	4	2	6	-	-	-	-	2	4	6	-	-
	1.0	2.1	0.6			2.0	1.4		1.3	1.2	0.8	1.9					0.8	1.2	1.1		
CALIFORNIA STREET	5	4	1	-	-	1	3	-	1	4	1	5	-	-	-	-	2	3	5	-	-
CABLE CAR	0.9	1.7	0.6			2.0	1.1		1.3	1.2	0.4	1.6					0.8	0.9	0.9		
POWELL-MASON STREET	1	1	-	-	-	-	1	-	-	-	1	1	-	-	-	-	-	1	1	-	-
CABLE CAR	0.2	0.4					0.4				0.4	0.3						0.3	0.2		
30X MARINA EXPRESS	5	3	2	-	-	1	4	-	-	4	1	4	-	-	1	-	2	3	5	-	-
	0.9	1.3	1.3			2.0	1.4			1.2	0.4	1.3			0.7		0.8	0.9	0.9		
37 CORBETT	4	1	1	-	2	1	1	1	1	3	1	3	-	1	-	-	3	1	4	-	-
	0.7	0.4	0.6		1.4	2.0	0.4	0.6	1.3	0.9	0.4	0.9		1.3			1.2	0.3	0.7		
41 UNION	4	1	2	1	-	-	2	-	2	4	-	3	-	-	1	-	1	3	4	-	-
	0.7	0.4	1.3	1.9			0.7		2.7	1.2		0.9			0.7		0.4	0.9	0.7		

2011 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q4./4A./4B. (SUMMARY) WHICH LINE OR ROUTE DO YOU RIDE MOST OFTEN?

		HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
67 BERNAL HEIGHTS	4 0.7	2 0.9	2 1.3	-	-	-	2 0.7	2 1.1	-	1 0.3	3 1.2	2 0.6	-	-	2 1.4	-	-	4 1.2	4 0.7	-	-
1AX/1BX CALIFORNIA EXPRESS	3 0.5	3 1.3	-	-	-	1 2.0	1 0.4	1 0.6	-	2 0.6	1 0.4	2 0.6	-	-	1 0.7	-	1 0.4	2 0.6	3 0.6	-	-
35 EUREKA	3 0.5	1 0.4	1 0.6	-	1 0.7	-	1 0.4	2 1.1	-	2 0.6	1 0.4	2 0.6	-	1 1.3	-	-	1 0.4	2 0.6	2 0.4	1 4.2	-
54 FELTON	3 0.5	-	1 0.6	1 1.9	1 0.7	1 2.0	-	2 1.1	-	1 0.3	2 0.8	-	-	1 1.3	2 1.4	-	-	3 0.9	2 0.4	1 4.2	-
10 TOWNSEND	2 0.3	-	1 0.6	1 1.9	-	1 2.0	1 0.4	-	-	2 0.6	-	2 0.6	-	-	-	-	-	2 0.6	2 0.4	-	-
12 FOLSOM-PACIFIC	2 0.3	-	-	1 1.9	1 0.7	1 2.0	-	-	1 1.3	1 0.3	1 0.4	1 0.3	-	-	1 0.7	-	-	2 0.6	1 0.2	-	1 4.8
52 EXCELSIOR	2 0.3	-	-	1 1.9	1 0.7	-	1 0.4	1 0.6	-	1 0.3	1 0.4	1 0.3	-	1 1.3	-	-	1 0.4	1 0.3	1 0.2	1 4.2	-
66 QUINTARA	2 0.3	1 0.4	-	-	1 0.7	-	1 0.4	1 0.6	-	1 0.3	1 0.4	1 0.3	-	-	1 0.7	-	-	2 0.6	2 0.4	-	-
108 TREASURE ISLAND	2 0.3	2 0.9	-	-	-	-	1 0.4	-	1 1.3	2 0.6	-	2 0.6	-	1 1.3	-	-	1 0.4	1 0.3	2 0.4	-	-
17 PARKMERCED	1 0.2	1 0.4	-	-	-	-	-	1 0.6	-	-	1 0.4	-	-	-	1 0.7	-	-	1 0.3	1 0.2	-	-
36 TERESITA	1 0.2	1 0.4	-	-	-	-	1 0.4	-	-	-	1 0.4	1 0.3	-	-	-	-	1 0.4	-	1 0.2	-	-
39 COIT	1 0.2	-	-	-	1 0.7	-	-	1 0.6	-	1 0.3	-	-	-	-	1 0.7	-	-	1 0.3	1 0.2	-	-
56 RUTLAND	1 0.2	-	1 0.6	-	-	-	-	1 0.6	-	-	1 0.4	-	-	1 1.3	-	-	-	1 0.3	-	1 4.2	-
81X CALTRAIN EXPRESS	1 0.2	-	-	1 1.9	-	-	1 0.4	-	-	1 0.3	-	-	-	1 1.3	-	-	-	1 0.3	1 0.2	-	-

Q4./4A./4B. (SUMMARY) WHICH LINE OR ROUTE DO YOU RIDE MOST OFTEN?

		HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
NX JUDAH EXPRESS (BUS)	1 0.2	-	-	-	1 0.7	-	1 0.4	-	-	1 0.3	-	-	-	-	-	-	-	1 0.3	1 0.2	-	-
DON'T KNOW/NO ANSWER	2 0.3	-	1 0.6	-	1 0.7	-	2 0.7	-	-	1 0.3	1 0.4	1 0.3	-	1 1.3	-	-	1 0.4	1 0.3	1 0.2	1 4.2	-

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Q5. HOW OFTEN DO YOU RIDE MUNI?

		HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
BASE - ALL RESPONDENTS	582 100.0	233 100.0	156 100.0	53 100.0	140 100.0	50 100.0	282 100.0	175 100.0	75 100.0	339 100.0	243 100.0	316 100.0	27 100.0	78 100.0	147 100.0	7 100.0	244 100.0	338 100.0	537 100.0	24 100.0	21 100.0
5 DAYS A WEEK OR MORE OFTEN	233 40.0	233 100.0 QRSTU LMNOP *GHIJK	-	-	-	23 46.0	101 35.8	75 42.9	34 45.3	141 41.6	92 37.9	118 37.3	11 40.7	38 48.7 G	64 43.5	3 42.9	108 44.3 G	125 37.0	211 39.3	10 41.7	12 57.1
SEVERAL TIMES A WEEK	156 26.8	-	156 100.0 QRSTU LMNOP *GHIJK	-	-	15 30.0	84 29.8	42 24.0	15 20.0	92 27.1	64 26.3	80 25.3	10 37.0	21 26.9	39 26.5	1 14.3	62 25.4	94 27.8	140 26.1	12 50.0 PQRSU JKLNO AHI	4 19.0
ABOUT ONCE A WEEK	53 9.1	-	-	53 100.0 PQRSU KLMNO *FGHIJ	-	3 6.0	25 8.9	16 9.1	9 12.0	29 8.6	24 9.9	33 10.4	2 7.4	6 7.7	12 8.2	1 14.3	23 9.4	30 8.9	52 9.7	-	1 4.8
TWO OR THREE TIMES A MONTH	61 10.5	-	-	-	61 43.6 QRSTU KLMNO *FGHIJ	4 8.0	33 11.7	19 10.9	5 6.7	30 8.8	31 12.8	35 11.1	2 7.4	8 10.3	13 8.8	-	22 9.0	39 11.5	57 10.6	1 4.2	3 14.3
ABOUT ONCE A MONTH	30 5.2	-	-	-	30 21.4 OQRST JKLMN AFGHI	2 4.0	14 5.0	10 5.7	4 5.3	19 5.6	11 4.5	17 5.4	1 3.7	4 5.1	6 4.1	2 28.6	10 4.1	20 5.9	29 5.4	1 4.2	-
LESS THAN ONCE A MONTH	49 8.4 N	-	-	-	49 35.0 OQRSU JKLMN AFGHI	3 6.0	25 8.9 N	13 7.4 N	8 10.7 N	28 8.3 N	21 8.6 N	33 10.4 N	1 3.7	1 1.3	13 8.8 N	-	19 7.8 N	30 8.9 N	48 8.9 N	-	1 4.8

Q6. OVERALL, HOW WOULD YOU RATE MUNI'S SERVICE? WOULD YOU SAY [IT IS] . . .

		HOW OFTEN RIDE MUNI					RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
		TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
		(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
BASE - ALL RESPONDENTS		582	233	156	53	140	50	282	175	75	339	243	316	27	78	147	7	244	338	537	24	21
		100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
EXCELLENT	(4)	50	23	15	3	9	50	-	-	-	25	25	26	2	9	11	2	25	25	45	4	1
		8.6	9.9	9.6	5.7	6.4	100.0 QRSTU LMNOP *CDEJK				7.4	10.3	8.2	7.4	11.5	7.5	28.6	10.2	7.4	8.4	16.7	4.8
GOOD	(3)	282	101	84	25	72	-	282	-	-	152	130	155	13	31	76	3	107	175	256	9	17
		48.5	43.3	53.8 BN	47.2	51.4		100.0 QRSTU LMNOP *CDEJK			44.8	53.5 BJNQ	49.1	48.1	39.7	51.7	42.9	43.9	51.8 B	47.7	37.5	81.0 OQRST JKLMN ABCDE
FAIR	(2)	175	75	42	16	42	-	-	175	-	108	67	92	10	31	38	1	84	91	163	10	2
		30.1 U	32.2 U	26.9 U	30.2 U	30.0 U			100.0 QRSTU LMNOP *CDEJK		31.9 U	27.6 U	29.1 U	37.0 U	39.7 ORU	25.9 U	14.3	34.4 U	26.9 U	30.4 U	41.7 U	9.5
POOR	(1)	75	34	15	9	17	-	-	-	75	54	21	43	2	7	22	1	28	47	73	1	1
		12.9 T	14.6 KT	9.6	17.0	12.1				100.0 QRSTU LMNOP *CDEJK	15.9 CKTU	8.6	13.6 T	7.4	9.0	15.0 T	14.3	11.5	13.9 KT	13.6 KT	4.2	4.8
MEAN		2.53	2.48	2.63	2.42	2.52	4.00	3.00	2.00	1.00	2.44	2.65	2.52	2.56	2.54	2.52	2.86	2.53	2.53	2.51	2.67	2.86
STANDARD DEVIATION		0.82	0.86	0.79	0.84	0.79	0.00	0.00	0.00	0.00	0.85	0.78	0.83	0.75	0.82	0.84	1.07	0.83	0.82	0.83	0.82	0.57
STANDARD ERROR		0.03	0.06	0.06	0.12	0.07	0.00	0.00	0.00	0.00	0.05	0.05	0.05	0.14	0.09	0.07	0.40	0.05	0.04	0.04	0.17	0.13

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Q7. WHAT ASPECTS OF MUNI WOULD YOU MOST LIKE TO SEE IMPROVED?

		HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
BASE - ALL RESPONDENTS	582	233	156	53	140	50	282	175	75	339	243	316	27	78	147	7	244	338	537	24	21
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
MORE ACCURATE SCHEDULES/ ON-TIME PERFORMANCE	149	59	40	15	35	6	56	61	26	96	53	74	6	24	42	1	61	88	133	9	7
	25.6	25.3	25.6	28.3	25.0	12.0	19.9	34.9	34.7	28.3	21.8	23.4	22.2	30.8	28.6	14.3	25.0	26.0	24.8	37.5	33.3
	F	F	F	F	F			KLQRS ABFG	FGK	FG		F		F	FG		F	F	F	F	
MORE FREQUENT SERVICE/ LONGER HOURS	143	71	38	14	20	6	65	52	20	90	53	91	5	17	27	2	67	76	137	4	2
	24.6	30.5	24.4	26.4	14.3	12.0	23.0	29.7	26.7	26.5	21.8	28.8	18.5	21.8	18.4	28.6	27.5	22.5	25.5	16.7	9.5
	EFU	FKORU E	EFU				EFU	EFOU	EFU	EFOU		EFOU					EFOU	EF	EFU		
OVERCROWDING	89	47	22	8	12	7	37	30	15	53	36	60	4	9	17	1	37	52	87	1	1
	15.3	20.2	14.1	15.1	8.6	14.0	13.1	17.1	20.0	15.6	14.8	19.0	14.8	11.5	11.6	14.3	15.2	15.4	16.2	4.2	4.8
	ETU	EGOTU	T				T	ETU	ETU	ETU	T	EGOTU					ETU	ETU	ETU		
SERVICE RELIABILITY (BREAKDOWNS, DELAYS, DRIVER NO-SHOW, DOESN'T STOP)	79	40	19	3	17	2	27	29	21	61	18	53	3	5	18	1	33	46	76	-	3
	13.6	17.2	12.2	5.7	12.1	4.0	9.6	16.6	28.0	18.0	7.4	16.8	11.1	6.4	12.2	14.3	13.5	13.6	14.2		14.3
	DFKN	DFGKN	F		F			DFGKN	NOQRS FGKLM ACDE	DFGKN		DFGKN			F		DFKN	DFKN	DFGKN		
EMPLOYEE HELPFULNESS/ PROFESSIONALISM/ DISCIPLINE	70	29	18	5	18	2	27	20	21	42	28	40	2	8	16	1	23	47	64	4	2
	12.0	12.4	11.5	9.4	12.9	4.0	9.6	11.4	28.0	12.4	11.5	12.7	7.4	10.3	10.9	14.3	9.4	13.9	11.9	16.7	9.5
	F	F	F		F			F	OQRSU JKLMN *DEFGH	F	F	F						F	F		
VEHICLE CLEANLINESS	63	21	19	5	18	3	30	23	7	36	27	28	4	12	18	1	25	38	56	7	-
	10.8	9.0	12.2	9.4	12.9	6.0	10.6	13.1	9.3	10.6	11.1	8.9	14.8	15.4	12.2	14.3	10.2	11.2	10.4	29.2	
																				IJLQS BF	
BETTER ENFORCEMENT (SENIOR/DISABLED SEATING, FARE EVASION, VANDALISM/TRAFFITI, EATING/DRINKING/SMOKING)	45	16	14	4	11	6	25	8	6	22	23	23	3	9	9	-	21	24	42	2	1
	7.7	6.9	9.0	7.5	7.9	12.0	8.9	4.6	8.0	6.5	9.5	7.3	11.1	11.5	6.1		8.6	7.1	7.8	8.3	4.8
											H										
MORE EFFICIENT SPACING OF VEHICLES (NOT BUNCHED TOGETHER)	43	18	12	3	10	2	15	19	7	23	20	24	-	3	14	-	18	25	38	1	4
	7.4	7.7	7.7	5.7	7.1	4.0	5.3	10.9	9.3	6.8	8.2	7.6		3.8	9.5		7.4	7.4	7.1	4.2	19.0
								GN													

Q7. WHAT ASPECTS OF MUNI WOULD YOU MOST LIKE TO SEE IMPROVED?

		HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
SATISFIED WITH SERVICE/ OTHER POSITIVE COMMENT	37 6.4 L	13 5.6	8 5.1	8 15.1 JL	8 5.7	11 22.0 MQRST EGJKL ABC	26 9.2 JL	-	-	15 4.4	22 9.1 JL	11 3.5	1 3.7	7 9.0	18 12.2 CJLQS AB	1 14.3	14 5.7	23 6.8	31 5.8	1 4.2	5 23.8 CJLM
BETTER SECURITY/SAFETY FROM CRIME (RIDER SECURITY)	36 6.2	11 4.7	9 5.8	5 9.4	11 7.9	6 12.0	20 7.1	7 4.0	3 4.0	24 7.1	12 4.9	19 6.0	1 3.7	8 10.3	6 4.1	-	11 4.5	25 7.4	30 5.6	6 25.0 MOQRS HIJKL ABCG	-
FASTER TRAVEL TIME/FEWER STOPS/BUS RIGHT OF WAY/ FASTER BOARDING	33 5.7	15 6.4	5 3.2	3 5.7	10 7.1	2 4.0	15 5.3	11 6.3	5 6.7	24 7.1 NQ	9 3.7	15 4.7	1 3.7	2 2.6	13 8.8 CNQ	-	7 2.9	26 7.7 CKNQ	32 6.0 Q	1 4.2	-
MORE ROUTES/MORE CONVENIENT ROUTES/STOPS/ CONNECTING/COMPLETED ROUTES	30 5.2	14 6.0	6 3.8	5 9.4	5 3.6	-	15 5.3	10 5.7	5 6.7	19 5.6	11 4.5	18 5.7	3 11.1	2 2.6	7 4.8	-	8 3.3	22 6.5	28 5.2	1 4.2	1 4.8
VEHICLE ARRIVAL PREDICTIONS (NEXT MUNI - BUS STOPS, STATIONS, WEBSITE)	28 4.8 E	13 5.6 E	10 6.4 E	3 5.7	2 1.4	3 6.0	17 6.0 E	6 3.4	2 2.7	16 4.7 E	12 4.9 E	14 4.4	1 3.7	3 3.8	10 6.8 E	-	12 4.9 E	16 4.7 E	27 5.0 E	-	1 4.8
BETTER VEHICLES/ EQUIPMENT (STATIONS, FARE MACHINES AND GATES, TRACKS, PA SYSTEM, SEATS, BUS SHELTERS, LOUD BRAKES, BUMPY, LIFTS, ETC.)	22 3.8	7 3.0	6 3.8	3 5.7	6 4.3	2 4.0	10 3.5	8 4.6	2 2.7	13 3.8	9 3.7	12 3.8	1 3.7	4 5.1	4 2.7	-	10 4.1	12 3.6	21 3.9	-	1 4.8
FARES	22 3.8	8 3.4	8 5.1	3 5.7	3 2.1	3 6.0	11 3.9	3 1.7	5 6.7	13 3.8	9 3.7	9 2.8	2 7.4	3 3.8	5 3.4	-	11 4.5	11 3.3	19 3.5	2 8.3	1 4.8
COMMUNICATION (LANGUAGE BARRIER, ROUTE/DELAY INFORMATION, SIGNAGE, ETC.)	20 3.4	12 5.2 KO	4 2.6	-	4 2.9	3 6.0	7 2.5	9 5.1 O	1 1.3	16 4.7 KO	4 1.6	13 4.1	1 3.7	2 2.6	2 1.4	-	12 4.9 KO	8 2.4	20 3.7	-	-

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Q7. WHAT ASPECTS OF MUNI WOULD YOU MOST LIKE TO SEE IMPROVED?

		HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
BETTER OPERATOR SAFETY	15	4	2	1	8	-	7	4	4	11	4	13	-	-	1	-	3	12	15	-	-
	2.6	1.7	1.3	1.9	5.7		2.5	2.3	5.3	3.2	1.6	4.1			0.7		1.2	3.6	2.8		
	O				COQ					O		COQ						O	O		
BETTER DISABLED/SENIOR ACCESS	6	3	1	-	2	-	5	-	1	1	5	4	-	1	1	-	-	6	6	-	-
	1.0	1.3	0.6		1.4		1.8		1.3	0.3	2.1	1.3		1.3	0.7			1.8	1.1		
OTHER	13	4	2	2	5	2	6	4	1	8	5	9	-	-	2	1	9	4	13	-	-
	2.2	1.7	1.3	3.8	3.6	4.0	2.1	2.3	1.3	2.4	2.1	2.8			1.4	14.3	3.7	1.2	2.4		
DON'T KNOW/BLANK	11	1	6	-	4	1	7	3	-	4	7	3	-	2	6	1	6	5	7	2	2
	1.9	0.4	3.8		2.9	2.0	2.5	1.7		1.2	2.9	0.9		2.6	4.1	14.3	2.5	1.5	1.3	8.3	9.5
	B		B				B				B				B						

NOW I WOULD LIKE TO ASK ABOUT MUNI'S PERFORMANCE IN DIFFERENT AREAS. FOR EACH AREA I READ, PLEASE TELL ME WHETHER MUNI DOES AN EXCELLENT JOB, A GOOD JOB, A FAIR JOB, OR A POOR JOB IN THIS AREA.

8. SAFE OPERATION OF VEHICLES

		HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
BASE - ALL RESPONDENTS	582	233	156	53	140	50	282	175	75	339	243	316	27	78	147	7	244	338	537	24	21
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
EXCELLENT	91	39	30	5	17	22	50	18	1	60	31	56	5	12	18	1	43	48	88	3	-
	15.6	16.7	19.2	9.4	12.1	44.0	17.7	10.3	1.3	17.7	12.8	17.7	18.5	15.4	12.2	14.3	17.6	14.2	16.4	12.5	
	I	I	HI		I	PQRST KLMNO *EGHIJ	HI	I		HI	I	HI	I	I	I		HI	I	HI		
GOOD	351	143	91	32	85	26	190	104	31	204	147	186	16	48	94	6	145	206	318	14	19
	60.3	61.4	58.3	60.4	60.7	52.0	67.4	59.4	41.3	60.2	60.5	58.9	59.3	61.5	63.9	85.7	59.4	60.9	59.2	58.3	90.5
	I	I	I	I	I		AFILS	I		I	I	I		I	I	CFILS	I	I	I		OQRST JKLMN *EFGHI
FAIR	116	44	33	11	28	2	37	47	30	59	57	55	6	14	34	-	44	72	110	4	2
	19.9	18.9	21.2	20.8	20.0	4.0	13.1	26.9	40.0	17.4	23.5	17.4	22.2	17.9	23.1		18.0	21.3	20.5	16.7	9.5
	FG	F	FG	F	F		F	GJLQU F	QRSTU JKLNO *DEFGH	F	FGU	F	F	F	FG		F	FG	FG		
POOR	22	6	1	5	10	-	4	6	12	16	6	19	-	2	1	-	12	10	21	1	-
	3.8	2.6	0.6	9.4	7.1		1.4	3.4	16.0	4.7	2.5	6.0		2.6	0.7		4.9	3.0	3.9	4.2	
	CGO			CGO	CGO				OQRST HJKLN ABCG	CGO		BCGKO					CGO	CO	CGO		
DON'T KNOW	2	1	1	-	-	-	1	-	1	-	2	-	-	2	-	-	-	2	-	2	-
	0.3	0.4	0.6				0.4		1.3		0.8			2.6				0.6		8.3	
MEAN	2.88	2.93	2.97	2.70	2.78	3.40	3.02	2.77	2.28	2.91	2.84	2.88	2.96	2.92	2.88	3.14	2.90	2.87	2.88	2.86	2.90
STANDARD DEVIATION	0.70	0.68	0.66	0.77	0.75	0.57	0.61	0.68	0.75	0.73	0.66	0.76	0.65	0.67	0.61	0.38	0.74	0.68	0.72	0.71	0.30
STANDARD ERROR	0.03	0.04	0.05	0.11	0.06	0.08	0.04	0.05	0.09	0.04	0.04	0.04	0.12	0.08	0.05	0.14	0.05	0.04	0.03	0.15	0.07

2011 SAN FRANCISCO MUNI RIDERSHIP SURVEY

NOW I WOULD LIKE TO ASK ABOUT MUNI'S PERFORMANCE IN DIFFERENT AREAS. FOR EACH AREA I READ, PLEASE TELL ME WHETHER MUNI DOES AN EXCELLENT JOB, A GOOD JOB, A FAIR JOB, OR A POOR JOB IN THIS AREA.
9. FEELING SAFE AND SECURE FROM CRIME WHILE ON A MUNI VEHICLE

		HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
BASE - ALL RESPONDENTS	582 100.0	233 100.0	156 100.0	53 100.0	140 100.0	50 100.0	282 100.0	175 100.0	75 100.0	339 100.0	243 100.0	316 100.0	27 100.0	78 100.0	147 100.0	7 100.0	244 100.0	338 100.0	537 100.0	24 100.0	21 100.0
EXCELLENT	49 8.4 H	27 11.6 DEHIJ	12 7.7	2 3.8	8 5.7	16 32.0 OQRST JKLMN *DEGHI	23 8.2	7 4.0	3 4.0	21 6.2	28 11.5 DEHIJ	28 8.9 H	1 3.7	9 11.5	9 6.1	1 14.3	23 9.4 H	26 7.7	47 8.8 H	2 8.3	-
GOOD	269 46.2 I	101 43.3 I	79 50.6 I	26 49.1 I	63 45.0 I	25 50.0 I	156 55.3 IJOQS ABEH	70 40.0 I	18 24.0	153 45.1 I	116 47.7 I	154 48.7 I	12 44.4	34 43.6 I	66 44.9 I	2 28.6	103 42.2 I	166 49.1 HI	241 44.9 I	12 50.0 I	16 76.2 OPQRS JKLMN *EFGHI
FAIR	196 33.7 F	76 32.6 F	49 31.4 F	17 32.1 F	54 38.6 FU	6 12.0	92 32.6 F	72 41.1 FKU	26 34.7 F	123 36.3 F	73 30.0 F	107 33.9 F	8 29.6	24 30.8 F	53 36.1 F	2 28.6	84 34.4 F	112 33.1 F	185 34.5 F	7 29.2	4 19.0
POOR	65 11.2 G	26 11.2 G	16 10.3 G	8 15.1 G	15 10.7 G	3 6.0	11 3.9	24 13.7 G	27 36.0 QRSTU JKLNO *DEFGH	41 12.1 G	24 9.9 G	27 8.5 G	6 22.2 G	10 12.8 G	18 12.2 G	2 28.6	33 13.5 G	32 9.5 G	62 11.5 G	2 8.3	1 4.8
DON'T KNOW	3 0.5	3 1.3	-	-	-	-	-	2 1.1	1 1.3	1 0.3	2 0.8	-	-	1 1.3	1 0.7	-	1 0.4	2 0.6	2 0.4	1 4.2	-
MEAN	2.52	2.56	2.56	2.42	2.46	3.08	2.68	2.35	1.96	2.46	2.61	2.58	2.30	2.55	2.45	2.29	2.48	2.55	2.51	2.61	2.71
STANDARD DEVIATION	0.80	0.84	0.78	0.80	0.76	0.83	0.68	0.77	0.88	0.79	0.82	0.77	0.87	0.87	0.79	1.11	0.84	0.77	0.81	0.78	0.56
STANDARD ERROR	0.03	0.06	0.06	0.11	0.06	0.12	0.04	0.06	0.10	0.04	0.05	0.04	0.17	0.10	0.07	0.42	0.05	0.04	0.04	0.16	0.12

NOW I WOULD LIKE TO ASK ABOUT MUNI'S PERFORMANCE IN DIFFERENT AREAS. FOR EACH AREA I READ, PLEASE TELL ME WHETHER MUNI DOES AN EXCELLENT JOB, A GOOD JOB, A FAIR JOB, OR A POOR JOB IN THIS AREA.

10. SERVICE FREQUENCY

		HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
BASE - ALL RESPONDENTS	582	233	156	53	140	50	282	175	75	339	243	316	27	78	147	7	244	338	537	24	21
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
EXCELLENT	33	12	13	2	6	14	15	2	2	17	16	13	2	8	9	1	16	17	29	4	-
	5.7	5.2	8.3	3.8	4.3	28.0	5.3	1.1	2.7	5.0	6.6	4.1	7.4	10.3	6.1	14.3	6.6	5.0	5.4	16.7	
	H	H	HI			NOQRS IJKLM *CDEGH	H			H	H	H		H	H		H	H	H	H	
GOOD	230	88	61	25	56	28	152	43	7	127	103	127	8	28	60	3	94	136	212	9	9
	39.5	37.8	39.1	47.2	40.0	56.0	53.9	24.6	9.3	37.5	42.4	40.2	29.6	35.9	40.8	42.9	38.5	40.2	39.5	37.5	42.9
	HI	HI	HI	HI	HI	MNQRS EHIJL ABC	NOQRS IJKLM ABCEH	I		HI	HI	HI	I	I	HI		HI	HI	HI	I	I
FAIR	209	78	60	16	55	5	98	80	26	126	83	108	8	29	55	3	87	122	192	8	9
	35.9	33.5	38.5	30.2	39.3	10.0	34.8	45.7	34.7	37.2	34.2	34.2	29.6	37.2	37.4	42.9	35.7	36.1	35.8	33.3	42.9
	F	F	F	F	F		F	KLQRS ABDFG	F	F	F	F	F	F	F		F	F	F	F	F
POOR	105	53	22	10	20	3	15	48	39	69	36	67	5	12	22	-	45	60	99	3	3
	18.0	22.7	14.1	18.9	14.3	6.0	5.3	27.4	52.0	20.4	14.8	21.2	18.5	15.4	15.0		18.4	17.8	18.4	12.5	14.3
	FG	CEFGK	G	FG	G			OQRST EFGKN	QRSTU KLMNO AC*EFGHJ	FG	FG	CFGK		G	FG		FG	FG	FG		
DON'T KNOW	5	2	-	-	3	-	2	2	1	-	5	1	4	1	1	-	2	3	5	-	-
	0.9	0.9			2.1		0.7	1.1	1.3		2.1	0.3	14.8	1.3	0.7		0.8	0.9	0.9		
													LOQRS ABGH								
MEAN	2.33	2.26	2.42	2.36	2.35	3.06	2.60	1.99	1.62	2.27	2.42	2.27	2.30	2.42	2.38	2.71	2.33	2.33	2.32	2.58	2.29
STANDARD DEVIATION	0.84	0.87	0.83	0.83	0.78	0.79	0.68	0.76	0.77	0.84	0.83	0.84	0.93	0.88	0.82	0.76	0.85	0.83	0.84	0.93	0.72
STANDARD ERROR	0.03	0.06	0.07	0.11	0.07	0.11	0.04	0.06	0.09	0.05	0.05	0.05	0.19	0.10	0.07	0.29	0.05	0.05	0.04	0.19	0.16

2011 SAN FRANCISCO MUNI RIDERSHIP SURVEY

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11. VEHICLE CLEANLINESS

		HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
BASE - ALL RESPONDENTS	582	233	156	53	140	50	282	175	75	339	243	316	27	78	147	7	244	338	537	24	21
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
EXCELLENT	30	15	4	4	7	12	15	2	1	13	17	19	-	7	3	1	15	15	27	3	-
	5.2	6.4	2.6	7.5	5.0	24.0	5.3	1.1	1.3	3.8	7.0	6.0		9.0	2.0	14.3	6.1	4.4	5.0	12.5	
	HIO	HIO				NOQRS HIJKL *BCDEG	HI			H	CHIO	HIO		HIO			HIO	H	HIO		
GOOD	211	81	64	16	50	24	121	49	17	127	84	118	7	31	48	3	79	132	197	11	3
	36.3	34.8	41.0	30.2	35.7	48.0	42.9	28.0	22.7	37.5	34.6	37.3	25.9	39.7	32.7	42.9	32.4	39.1	36.7	45.8	14.3
	HIU	IU	HIU		IU	HIMQU	IKOQU H			HIU	IU	HIU		IU	U		U	HIU	HIU	IU	
FAIR	242	97	62	26	57	10	122	80	30	136	106	131	11	23	72	2	102	140	218	6	18
	41.6	41.6	39.7	49.1	40.7	20.0	43.3	45.7	40.0	40.1	43.6	41.5	40.7	29.5	49.0	28.6	41.8	41.4	40.6	25.0	85.7
	FN	FN	F	FNT	F		FN	FNT	F	F	FNT	FN			FNT		FN	FN	FN		PQRST KLMNO *FGHIJ
POOR	98	40	26	7	25	3	24	44	27	62	36	47	9	17	24	1	47	51	94	4	-
	16.8	17.2	16.7	13.2	17.9	6.0	8.5	25.1	36.0	18.3	14.8	14.9	33.3	21.8	16.3	14.3	19.3	15.1	17.5	16.7	
	FG	FG	FG		FG			KLORS ADFG	OQRST FGJKL ABCDE	FG	FG	FG	FGKLR D	FG	FG		FG	FG	FG		
DON'T KNOW	1	-	-	-	1	1	-	-	-	1	-	1	-	-	-	-	1	-	1	-	-
	0.2				0.7	2.0				0.3		0.3					0.4		0.2		
MEAN	2.30	2.30	2.29	2.32	2.28	2.92	2.45	2.05	1.89	2.27	2.34	2.35	1.93	2.36	2.20	2.57	2.26	2.33	2.29	2.54	2.14
STANDARD DEVIATION	0.81	0.83	0.77	0.80	0.82	0.84	0.73	0.76	0.80	0.80	0.81	0.80	0.78	0.93	0.73	0.98	0.84	0.78	0.81	0.93	0.36
STANDARD ERROR	0.03	0.05	0.06	0.11	0.07	0.12	0.04	0.06	0.09	0.04	0.05	0.05	0.15	0.10	0.06	0.37	0.05	0.04	0.04	0.19	0.08

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12. SERVICE RELIABILITY

		HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
BASE - ALL RESPONDENTS	582	233	156	53	140	50	282	175	75	339	243	316	27	78	147	7	244	338	537	24	21
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
EXCELLENT	30	10	6	1	13	15	14	1	-	13	17	17	-	6	5	2	15	15	26	4	-
	5.2	4.3	3.8	1.9	9.3	30.0	5.0	0.6		3.8	7.0	5.4		7.7	3.4	28.6	6.1	4.4	4.8	16.7	
	H	H	H		DHJO	NOQRS GHJKL ABCDE	H			H	DH	H		H			H	H	H	H	
GOOD	234	87	70	19	58	29	166	36	3	126	108	115	14	32	65	3	93	141	215	9	10
	40.2	37.3	44.9	35.8	41.4	58.0	58.9	20.6	4.0	37.2	44.4	36.4	51.9	41.0	44.2	42.9	38.1	41.7	40.0	37.5	47.6
	HI	HI	HI	HI	HI	JLQRS BDEHI	OQRST IJKLN A*BCDEH	I		HI	HI	HI	HI	HI	HI	I	HI	HI	HI	I	HI
FAIR	208	83	55	21	49	4	87	101	16	127	81	116	9	30	49	1	89	119	196	8	4
	35.7	35.6	35.3	39.6	35.0	8.0	30.9	57.7	21.3	37.5	33.3	36.7	33.3	38.5	33.3	14.3	36.5	35.2	36.5	33.3	19.0
	FI	FI	FI	FI	FI		F	QRSTU LMNOP *FGIJK	F	FIU	FI	FIU	F	FI	F		FI	FI	FIU	F	
POOR	105	53	24	10	18	1	12	36	56	73	32	65	4	9	27	1	45	60	95	3	7
	18.0	22.7	15.4	18.9	12.9	2.0	4.3	20.6	74.7	21.5	13.2	20.6	14.8	11.5	18.4	14.3	18.4	17.8	17.7	12.5	33.3
	FG	EFGKN	FG	FG	FG			FGK	QRSTU LMNOP *FGHJK	EFGKN	FG	EFGKN		F	FG		FG	FG	FG		FGN
DON'T KNOW	5	-	1	2	2	1	3	1	-	-	5	3	-	1	1	-	2	3	5	-	-
	0.9		0.6	3.8	1.4	2.0	1.1	0.6			2.1	0.9		1.3	0.7		0.8	0.9	0.9		
MEAN	2.33	2.23	2.37	2.22	2.48	3.18	2.65	2.01	1.29	2.23	2.46	2.27	2.37	2.45	2.33	2.86	2.32	2.33	2.32	2.58	2.14
STANDARD DEVIATION	0.83	0.85	0.79	0.78	0.84	0.67	0.64	0.66	0.54	0.83	0.81	0.85	0.74	0.80	0.81	1.07	0.85	0.82	0.82	0.93	0.91
STANDARD ERROR	0.03	0.06	0.06	0.11	0.07	0.10	0.04	0.05	0.06	0.05	0.05	0.05	0.14	0.09	0.07	0.40	0.05	0.04	0.04	0.19	0.20

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13. OPERATOR (DRIVER) HELPFULNESS

		HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
BASE - ALL RESPONDENTS	582	233	156	53	140	50	282	175	75	339	243	316	27	78	147	7	244	338	537	24	21
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
EXCELLENT	87	30	32	6	19	23	47	13	4	50	37	47	6	14	17	3	35	52	84	3	-
	14.9	12.9	20.5	11.3	13.6	46.0	16.7	7.4	5.3	14.7	15.2	14.9	22.2	17.9	11.6	42.9	14.3	15.4	15.6	12.5	
	HI	I	HIO		I	OQRST JKLMN *DEGHI	HI			HI	HI	HI	I	HI		I	HI	HI	HI		
GOOD	265	114	70	19	62	23	161	74	7	142	123	138	11	34	78	2	103	162	233	14	18
	45.5	48.9	44.9	35.8	44.3	46.0	57.1	42.3	9.3	41.9	50.6	43.7	40.7	43.6	53.1	28.6	42.2	47.9	43.4	58.3	85.7
	I	I	I	I	I	I	LNQRS DEHIJ AC	I		I	DIJ	I	I	I	DIJQS		I	I	I	I	PQRST KLMNO *FGHIJ
FAIR	169	69	39	18	43	3	60	72	34	107	62	88	9	26	42	2	79	90	161	6	2
	29.0	29.6	25.0	34.0	30.7	6.0	21.3	41.1	45.3	31.6	25.5	27.8	33.3	33.3	28.6	28.6	32.4	26.6	30.0	25.0	9.5
	FGU	FGU	FU	FU	FGU		F	LORSU CFGJK AB	OQRSU FGJKL ABCE	FGU	FU	FU	FU	FGU	FU		FGU	FU	FGU	F	
POOR	54	18	14	9	13	1	9	14	30	35	19	39	1	2	8	-	24	30	52	1	1
	9.3	7.7	9.0	17.0	9.3	2.0	3.2	8.0	40.0	10.3	7.8	12.3	3.7	2.6	5.4		9.8	8.9	9.7	4.2	4.8
	FGN	FGN	FGN	FGMNO	FGN			FGN	QRSTU KLMNO *EFGHJ	FGN	FGN	FGMNO					FGN	FGN	FGN		
DON'T KNOW	7	2	1	1	3	-	5	2	-	5	2	4	-	2	2	-	3	4	7	-	-
	1.2	0.9	0.6	1.9	2.1		1.8	1.1		1.5	0.8	1.3		2.6	1.4		1.2	1.2	1.3		
MEAN	2.67	2.68	2.77	2.42	2.64	3.36	2.89	2.50	1.80	2.62	2.74	2.62	2.81	2.79	2.72	3.14	2.62	2.71	2.66	2.79	2.81
STANDARD DEVIATION	0.84	0.80	0.88	0.91	0.84	0.69	0.71	0.75	0.82	0.86	0.81	0.89	0.83	0.77	0.74	0.90	0.85	0.84	0.86	0.72	0.51
STANDARD ERROR	0.04	0.05	0.07	0.13	0.07	0.10	0.04	0.06	0.09	0.05	0.05	0.05	0.16	0.09	0.06	0.34	0.05	0.05	0.04	0.15	0.11

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14. ACCESSIBILITY FOR PERSONS WITH DISABILITIES

		HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
BASE - ALL RESPONDENTS	582 100.0	233 100.0	156 100.0	53 100.0	140 100.0	50 100.0	282 100.0	175 100.0	75 100.0	339 100.0	243 100.0	316 100.0	27 100.0	78 100.0	147 100.0	7 100.0	244 100.0	338 100.0	537 100.0	24 100.0	21 100.0
EXCELLENT	166 28.5 I	60 25.8	54 34.6 EHI	18 34.0	34 24.3	28 56.0 NOQRS IJKLM *CDEGH	84 29.8 I	40 22.9	14 18.7	90 26.5	76 31.3 I	84 26.6	9 33.3	29 37.2 EHI	42 28.6	3 42.9	73 29.9 I	93 27.5	154 28.7 I	12 50.0 JLORS ABEHI	-
GOOD	307 52.7 F	125 53.6 F	80 51.3	28 52.8	74 52.9 F	18 36.0	161 57.1 FI	95 54.3 F	33 44.0	179 52.8 F	128 52.7 F	163 51.6 F	14 51.9	39 50.0	83 56.5 F	3 42.9	129 52.9 F	178 52.7 F	275 51.2 F	11 45.8	21 100.0 PQRST KLMNO *FGHIJ
FAIR	66 11.3 FG	30 12.9 FG	16 10.3 F	3 5.7	17 12.1 F	1 2.0	18 6.4	30 17.1 FGKRT D	17 22.7 OQRST GJKLN ACDF	41 12.1 FG	25 10.3 F	39 12.3 FG	3 11.1	7 9.0	16 10.9 F	-	30 12.3 FG	36 10.7 F	65 12.1 FG	1 4.2	-
POOR	21 3.6	9 3.9	3 1.9	2 3.8	7 5.0	1 2.0	8 2.8	4 2.3	8 10.7 GHKNQ CF	14 4.1	7 2.9	14 4.4	-	1 1.3	5 3.4	1 14.3	6 2.5	15 4.4	21 3.9	-	-
DON'T KNOW	22 3.8 O	9 3.9 O	3 1.9	2 3.8	8 5.7 O	2 4.0	11 3.9 O	6 3.4	3 4.0	15 4.4 O	7 2.9	16 5.1 O	1 3.7	2 2.6	1 0.7	-	6 2.5	16 4.7 O	22 4.1 O	-	-
MEAN	3.10	3.05	3.21	3.22	3.02	3.52	3.18	3.01	2.74	3.06	3.16	3.06	3.23	3.26	3.11	3.14	3.13	3.08	3.09	3.46	3.00
STANDARD DEVIATION	0.74	0.75	0.70	0.73	0.78	0.65	0.68	0.72	0.90	0.76	0.72	0.77	0.65	0.68	0.73	1.07	0.72	0.76	0.76	0.59	0.00
STANDARD ERROR	0.03	0.05	0.06	0.10	0.07	0.09	0.04	0.06	0.11	0.04	0.05	0.04	0.13	0.08	0.06	0.40	0.05	0.04	0.03	0.12	0.00

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NOW I WOULD LIKE TO ASK ABOUT MUNI'S PERFORMANCE IN DIFFERENT AREAS. FOR EACH AREA I READ, PLEASE TELL ME WHETHER MUNI DOES AN EXCELLENT JOB, A GOOD JOB, A FAIR JOB, OR A POOR JOB IN THIS AREA.
15. COMMUNICATION WITH RIDERS. THAT INCLUDES ANY TYPE OF COMMUNICATION FROM MUNI.

		HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
BASE - ALL RESPONDENTS	582	233	156	53	140	50	282	175	75	339	243	316	27	78	147	7	244	338	537	24	21
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
EXCELLENT	39	18	13	2	6	16	16	5	2	16	23	19	3	7	9	1	18	21	38	1	-
	6.7	7.7	8.3	3.8	4.3	32.0	5.7	2.9	2.7	4.7	9.5	6.0	11.1	9.0	6.1	14.3	7.4	6.2	7.1	4.2	
	H	HI	HI			OQRST JKLMN *DEGHI					EHIJ						H		HI		
GOOD	228	83	70	21	54	24	139	57	8	127	101	117	13	35	57	4	90	138	208	12	8
	39.2	35.6	44.9	39.6	38.6	48.0	49.3	32.6	10.7	37.5	41.6	37.0	48.1	44.9	38.8	57.1	36.9	40.8	38.7	50.0	38.1
	I	I	HI	I	I	I	LOQRS BEHIJ A	I		I	I	I	I	I	I	I	I	I	I	I	I
FAIR	198	84	35	24	55	7	90	74	27	125	73	116	8	21	48	-	88	110	187	8	3
	34.0	36.1	22.4	45.3	39.3	14.0	31.9	42.3	36.0	36.9	30.0	36.7	29.6	26.9	32.7		36.1	32.5	34.8	33.3	14.3
	CFU	CFU		CFKNU	CFU		CFU	GKNRU CF	CFU	CFU	F	CFU			CFU		CFU	CFU	CFU		
POOR	98	42	33	4	19	2	23	36	37	66	32	54	2	14	28	2	45	53	90	2	6
	16.8	18.0	21.2	7.5	13.6	4.0	8.2	20.6	49.3	19.5	13.2	17.1	7.4	17.9	19.0	28.6	18.4	15.7	16.8	8.3	28.6
	DFG	DFG	FGKMT D		F			DFGKM	OQRST JKLMN *DEFGH	DFGKM	F	DFG		FG	DFG		DFGM	DFG	DFG		DFG
DON'T KNOW	19	6	5	2	6	1	14	3	1	5	14	10	1	1	5	-	3	16	14	1	4
	3.3	2.6	3.2	3.8	4.3	2.0	5.0	1.7	1.3	1.5	5.8	3.2	3.7	1.3	3.4		1.2	4.7	2.6	4.2	19.0
	Q						HIJNQ				HIJNQ							HJNQ			HIJNQ
MEAN	2.37	2.34	2.42	2.41	2.35	3.10	2.55	2.18	1.66	2.28	2.50	2.33	2.65	2.45	2.33	2.57	2.34	2.39	2.37	2.52	2.12
STANDARD DEVIATION	0.85	0.87	0.93	0.70	0.78	0.80	0.74	0.79	0.78	0.83	0.86	0.84	0.80	0.90	0.86	1.13	0.87	0.84	0.85	0.73	0.93
STANDARD ERROR	0.04	0.06	0.08	0.10	0.07	0.11	0.04	0.06	0.09	0.05	0.06	0.05	0.16	0.10	0.07	0.43	0.06	0.05	0.04	0.15	0.22

NOW I WOULD LIKE TO ASK ABOUT MUNI'S PERFORMANCE IN DIFFERENT AREAS. FOR EACH AREA I READ, PLEASE TELL ME WHETHER MUNI DOES AN EXCELLENT JOB, A GOOD JOB, A FAIR JOB, OR A POOR JOB IN THIS AREA.

16. FEELING SAFE AND SECURE WHILE WAITING AT A MUNI STOP OR STATION

		HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
BASE - ALL RESPONDENTS	582	233	156	53	140	50	282	175	75	339	243	316	27	78	147	7	244	338	537	24	21
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
EXCELLENT	41	17	12	5	7	14	16	8	3	21	20	25	-	4	9	1	25	16	41	-	-
	7.0	7.3	7.7	9.4	5.0	28.0	5.7	4.6	4.0	6.2	8.2	7.9		5.1	6.1	14.3	10.2	4.7	7.6		
						NOQRS HIJKL *BCDEG											EHIR				
GOOD	309	124	86	29	70	24	179	80	26	175	134	183	16	32	75	1	123	186	281	10	18
	53.1	53.2	55.1	54.7	50.0	48.0	63.5	45.7	34.7	51.6	55.1	57.9	59.3	41.0	51.0	14.3	50.4	55.0	52.3	41.7	85.7
	INP	IP	INP	IP	IP	P	PQRST HIJNO ABEF	P		IP	INP	HINP	IP		IP		IP	HINP	IP		PQRST KLMNO *FGHIJ
FAIR	171	65	47	10	49	8	72	67	24	109	62	89	7	27	45	3	68	103	159	10	2
	29.4	27.9	30.1	18.9	35.0	16.0	25.5	38.3	32.0	32.2	25.5	28.2	25.9	34.6	30.6	42.9	27.9	30.5	29.6	41.7	9.5
	FU	FU	FU		DFGU		U	KLQSU ABDFG	FU	DFU	U	FU		DFU	FU		FU	FU	FU	DFU	
POOR	55	24	11	9	11	3	13	18	21	31	24	17	3	14	18	2	27	28	51	3	1
	9.5	10.3	7.1	17.0	7.9	6.0	4.6	10.3	28.0	9.1	9.9	5.4	11.1	17.9	12.2	28.6	11.1	8.3	9.5	12.5	4.8
	GL	GL		GL				G	OQRSU HJKLM *BCEFG	G	G			FGLRU CE	GL		GL		GL		
DON'T KNOW	6	3	-	-	3	1	2	2	1	3	3	2	1	1	-	-	1	5	5	1	-
	1.0	1.3			2.1	2.0	0.7	1.1	1.3	0.9	1.2	0.6	3.7	1.3			0.4	1.5	0.9	4.2	
MEAN	2.58	2.58	2.63	2.57	2.53	3.00	2.71	2.45	2.15	2.55	2.63	2.69	2.50	2.34	2.51	2.14	2.60	2.57	2.59	2.30	2.81
STANDARD DEVIATION	0.76	0.78	0.73	0.89	0.72	0.84	0.64	0.74	0.89	0.75	0.78	0.70	0.71	0.84	0.79	1.07	0.82	0.71	0.77	0.70	0.51
STANDARD ERROR	0.03	0.05	0.06	0.12	0.06	0.12	0.04	0.06	0.10	0.04	0.05	0.04	0.14	0.10	0.07	0.40	0.05	0.04	0.03	0.15	0.11

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Q17. THINK ABOUT YOUR WALK TO THE BUS STOP ON A TYPICAL MUNI TRIP. WOULD YOU CONSIDER WALKING A LONGER DISTANCE TO YOUR MUNI STOP IF YOU KNEW IT WOULD REDUCE YOUR OVERALL TRAVEL TIME?

		HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
BASE - ALL RESPONDENTS	582	233	156	53	140	50	282	175	75	339	243	316	27	78	147	7	244	338	537	24	21
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
YES	353	143	85	35	90	31	171	110	41	232	121	204	10	39	96	3	158	195	330	5	18
	60.7	61.4	54.5	66.0	64.3	62.0	60.6	62.9	54.7	68.4	49.8	64.6	37.0	50.0	65.3	42.9	64.8	57.7	61.5	20.8	85.7
	KMT	KMT	T	KMT	KMNT	MT	KMT	KMT	T	MNRST ACGIK	T	CKMNT		T	KMNT		CKMNT	MT	KMT		PQRST KLMNO *FGHIJ
NO	210	82	63	16	49	17	103	60	30	102	108	107	14	32	47	4	81	129	193	15	2
	36.1	35.2	40.4	30.2	35.0	34.0	36.5	34.3	40.0	30.1	44.4	33.9	51.9	41.0	32.0	57.1	33.2	38.2	35.9	62.5	9.5
	U	U	JU	U	U	U	U	U	U	U	LOQSU ABDHJ	U	JU	U	U	U	U	JU	U	OQRSU GHIJL *BCDEF	
DO NOT WALK TO MY STOP	5	2	1	1	1	1	2	1	1	2	3	2	2	1	-	-	1	4	5	-	-
	0.9	0.9	0.6	1.9	0.7	2.0	0.7	0.6	1.3	0.6	1.2	0.6	7.4	1.3			0.4	1.2	0.9		
DON'T KNOW	14	6	7	1	-	1	6	4	3	3	11	3	1	6	4	-	4	10	9	4	1
	2.4	2.6	4.5	1.9		2.0	2.1	2.3	4.0	0.9	4.5	0.9	3.7	7.7	2.7		1.6	3.0	1.7	16.7	4.8
			JL								JLS			JLS				J		JLQS	

Q18. HOW WOULD YOU LIKE TO RECEIVE MUNI SERVICE OR SCHEDULE INFORMATION?

		HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
BASE - ALL RESPONDENTS	582 100.0	233 100.0	156 100.0	53 100.0	140 100.0	50 100.0	282 100.0	175 100.0	75 100.0	339 100.0	243 100.0	316 100.0	27 100.0	78 100.0	147 100.0	7 100.0	244 100.0	338 100.0	537 100.0	24 100.0	21 100.0
WEBSITE/INTERNET/ONLINE	213 36.6 KMNTU	75 32.2 KMTU	48 30.8 KMTU	22 41.5 KMNTU	68 48.6 ORSTU GHKMN ABCF	16 32.0 KMTU	103 36.5 KMNTU	62 35.4 KMNTU	32 42.7 KMNTU	172 50.7 QRSTU HKMNO ABCFG	41 16.9 U	139 44.0 NORTU ABCKM	3 11.1	17 21.8 U	48 32.7 KMTU	2 28.6	102 41.8 MNRTU BCK	111 32.8 KMNTU	209 38.9 KMNTU	3 12.5	1 4.8
AT STOPS/STATIONS	108 18.6	40 17.2	35 22.4	12 22.6	21 15.0	11 22.0	52 18.4	32 18.3	13 17.3	56 16.5	52 21.4	56 17.7	9 33.3	13 16.7	28 19.0	1 14.3	41 16.8	67 19.8	108 20.1	-	-
MOBILE PHONE/PHONE APPS	86 14.8	38 16.3	22 14.1	8 15.1	18 12.9	10 20.0	30 10.6	34 19.4 GKOR	12 16.0	60 17.7 GKOR	26 10.7	59 18.7 GKOR	-	14 17.9	15 10.2	-	46 18.9 GKOR	40 11.8	82 15.3	4 16.7	-
EMAIL/RSS	66 11.3 FKN	25 10.7	22 14.1 FKNT	4 7.5	15 10.7	2 4.0	33 11.7 FKN	23 13.1 FKN	8 10.7	50 14.7 FKNOT	16 6.6	43 13.6 FKNOT	5 18.5	4 5.1	11 7.5	2 28.6	27 11.1 F	39 11.5 FKN	65 12.1 FKN	1 4.2	-
ELECTRONIC SIGNS	66 11.3 E	30 12.9 E	24 15.4 E	5 9.4	7 5.0	4 8.0	28 9.9	23 13.1 E	11 14.7 E	40 11.8 E	26 10.7 E	37 11.7 E	5 18.5	9 11.5	13 8.8	1 14.3	30 12.3 E	36 10.7 E	66 12.3 E	-	-
ON THE BUS/TRAIN	60 10.3 E	33 14.2 HIJLQ E	16 10.3	4 7.5	7 5.0	8 16.0 E	34 12.1 EIJ	14 8.0	4 5.3	23 6.8	37 15.2 JLNQS EHI	27 8.5	4 14.8	6 7.7	19 12.9 EIJ	-	20 8.2	40 11.8 EIJ	51 9.5 E	-	9 42.9 NOQRS IJKLM *DEFGH
PHONE (673-MUNI/311/511)	46 7.9 O	14 6.0	17 10.9 O	6 11.3	9 6.4	4 8.0	21 7.4	14 8.0	7 9.3	22 6.5	24 9.9 O	24 7.6 O	5 18.5 O	11 14.1 O	5 3.4	-	19 7.8	27 8.0 O	42 7.8 O	4 16.7	-
PRINTED BOOKLETS/FLYERS/ MAPS	44 7.6	19 8.2	11 7.1	3 5.7	11 7.9	6 12.0	21 7.4	12 6.9	5 6.7	23 6.8	21 8.6	25 7.9	3 11.1	3 3.8	8 5.4	-	19 7.8	25 7.4	44 8.2	-	-
NEXTBUS/NEXTMUNI	43 7.4	23 9.9 K	11 7.1	2 3.8	7 5.0	9 18.0 EGHKO D	18 6.4	9 5.1	7 9.3	31 9.1 K	12 4.9	25 7.9	-	5 6.4	9 6.1	1 14.3	19 7.8	24 7.1	43 8.0	-	-

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Q18. HOW WOULD YOU LIKE TO RECEIVE MUNI SERVICE OR SCHEDULE INFORMATION?

		HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
TV	34 5.8 JLQS	17 7.3 HJLQS	7 4.5 L	3 5.7	7 5.0 L	3 6.0	24 8.5 IJLQS H	5 2.9	2 2.7	5 1.5	29 11.9 IJLQS ACEH	3 0.9	-	8 10.3 HJLQS	22 15.0 JLQRS DEFHI ABC	-	6 2.5	28 8.3 IJLQS H	7 1.3	6 25.0 IJLQS CDEFH AB*	21 100.0 OQRST IJKLN DEFGH
MAIL	33 5.7 J	12 5.2	6 3.8	3 5.7	12 8.6 J	5 10.0	18 6.4 J	7 4.0	3 4.0	9 2.7	24 9.9 JLOQS ABCHI	12 3.8	5 18.5 J	9 11.5 JL	7 4.8	2 28.6	10 4.1	23 6.8 J	29 5.4 J	4 16.7	-
TEXT MESSAGE	27 4.6 EG	14 6.0 EG	11 7.1 EG	-	2 1.4	3 6.0	5 1.8	14 8.0 EGK	5 6.7	20 5.9 EG	7 2.9	16 5.1 EG	1 3.7	5 6.4	6 4.1	-	11 4.5	16 4.7 EG	24 4.5 EG	3 12.5	-
NEWSPAPER	23 4.0 Q	12 5.2 Q	6 3.8	1 1.9	4 2.9	-	16 5.7 JQS	5 2.9	2 2.7	7 2.1	16 6.6 JLQS	9 2.8	-	-	14 9.5 IJLQS ACDEH	-	3 1.2	20 5.9 JQS	13 2.4	-	10 47.6 LOQRS GHIJK ABCDE
RADIO	12 2.1 JS	5 2.1	2 1.3	1 1.9	4 2.9	2 4.0	6 2.1	4 2.3	-	2 0.6	10 4.1 JLQS	2 0.6	-	3 3.8	7 4.8 JLS	-	3 1.2	9 2.7 JLS	3 0.6	3 12.5	6 28.6 NOQRS GHJKL *BCDEF
PA SYSTEM	4 0.7	2 0.9	2 1.3	-	-	-	-	3 1.7	1 1.3	1 0.3	3 1.2	3 0.9	-	-	1 0.7	-	1 0.4	3 0.9	4 0.7	-	-
SOCIAL MEDIA SITE (TWITTER, FACEBOOK, ETC.)	4 0.7	3 1.3	1 0.6	-	-	-	2 0.7	1 0.6	1 1.3	3 0.9	1 0.4	3 0.9	-	-	1 0.7	-	1 0.4	3 0.9	3 0.6	-	1 4.8
OTHER	5 0.9	2 0.9	2 1.3	1 1.9	-	-	1 0.4	4 2.3	-	3 0.9	2 0.8	3 0.9	-	1 1.3	-	-	3 1.2	2 0.6	4 0.7	1 4.2	-
DON'T KNOW/BLANK/DON'T NEED	34 5.8 J	14 6.0 J	7 4.5	4 7.5	9 6.4 J	1 2.0	21 7.4 FJ	7 4.0	5 6.7	6 1.8	28 11.5 LNQRS BCFHJ A	16 5.1 J	2 7.4	4 5.1	14 9.5 FJ	-	12 4.9 J	22 6.5 J	32 6.0 J	2 8.3	-

Q19. HAVE YOU EVER VISITED MUNI'S WEB SITE - SFMTA.COM?

		HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
BASE - TOTAL RESPONDENTS	582	233	156	53	140	50	282	175	75	339	243	316	27	78	147	7	244	338	537	24	21
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
YES	339	141	92	29	77	25	152	108	54	339	-	217	7	35	72	3	156	183	334	5	-
	58.2	60.5	59.0	54.7	55.0	50.0	53.9	61.7	72.0	100.0		68.7	25.9	44.9	49.0	42.9	63.9	54.1	62.2	20.8	
	MNOT	MNOT	MNT	MT	MT	MT	MT	MNOT	MNORT CDEFG	PQRST ILMNO A*DEFGH		MNORT BCEFG A		T	MT		MNORT G	MT	MNORT G		
NO	240	91	64	23	62	25	129	65	21	-	240	97	20	43	74	4	88	152	201	19	20
	41.2	39.1	41.0	43.4	44.3	50.0	45.7	37.1	28.0		98.8	30.7	74.1	55.1	50.3	57.1	36.1	45.0	37.4	79.2	95.2
	IL	L	IL		IL	IL	ILQS				PQRST ILMNO *DEFGH		LOQRS EFGHI ABCD	HILQS ABC	HILQS AB			ILQS	L	NOQRS FGHIL ABCDE	OPQRS HILMN *CDEFG
DON'T KNOW	3	1	-	1	1	-	1	2	-	-	3	2	-	-	1	-	-	3	2	-	1
	0.5	0.4		1.9	0.7		0.4	1.1			1.2	0.6			0.7			0.9	0.4		4.8

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HOW WOULD YOU RATE MUNI'S WEBSITE ON EACH OF THE FOLLOWING . . .
20. USEFULNESS OF POSTED INFORMATION

		HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
BASE - VISITED WEBSITE	339	141	92	29	77	25	152	108	54	339	-	217	7	35	72	3	156	183	334	5	-
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0		100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
EXCELLENT	49	21	13	4	11	10	25	12	2	49	-	26	3	6	18	-	27	22	48	1	-
	14.5	14.9	14.1	13.8	14.3	40.0	16.4	11.1	3.7	14.5		12.0	42.9	17.1	25.0		17.3	12.0	14.4	20.0	
	I	I	I		I	JLQRS	I			I		I	I		HILR		I	I	I		
						DEGHI															
						ABC															
GOOD	167	73	44	14	36	9	84	53	21	167	-	108	3	18	32	1	72	95	164	3	-
	49.3	51.8	47.8	48.3	46.8	36.0	55.3	49.1	38.9	49.3		49.8	42.9	51.4	44.4	33.3	46.2	51.9	49.1	60.0	
							I														
FAIR	82	29	22	10	21	5	24	29	24	82	-	56	1	6	15	2	37	45	81	1	-
	24.2	20.6	23.9	34.5	27.3	20.0	15.8	26.9	44.4	24.2		25.8	14.3	17.1	20.8	66.7	23.7	24.6	24.3	20.0	
	G			G				G	NOQRS	G		G						G	G		
									GHJLM												
									ABCEF												
POOR	26	12	8	-	6	1	10	8	7	26	-	16	-	5	5	-	14	12	26	-	-
	7.7	8.5	8.7		7.8	4.0	6.6	7.4	13.0	7.7		7.4		14.3	6.9		9.0	6.6	7.8		
DON'T KNOW	15	6	5	1	3	-	9	6	-	15	-	11	-	-	2	-	6	9	15	-	-
	4.4	4.3	5.4	3.4	3.9		5.9	5.6		4.4		5.1			2.8		3.8	4.9	4.5		
MEAN	2.74	2.76	2.71	2.79	2.70	3.12	2.87	2.68	2.33	2.74	-	2.70	3.29	2.71	2.90	2.33	2.75	2.73	2.73	3.00	-
STANDARD DEVIATION	0.81	0.82	0.83	0.69	0.82	0.88	0.78	0.79	0.75	0.81		0.79	0.76	0.93	0.87	0.58	0.86	0.77	0.81	0.71	
STANDARD ERROR	0.05	0.07	0.09	0.13	0.10	0.18	0.07	0.08	0.10	0.05		0.05	0.29	0.16	0.10	0.33	0.07	0.06	0.05	0.32	

HOW WOULD YOU RATE MUNI'S WEBSITE ON EACH OF THE FOLLOWING . . .
21. EASE OF NAVIGATION

		HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
BASE - VISITED WEBSITE	339 100.0	141 100.0	92 100.0	29 100.0	77 100.0	25 100.0	152 100.0	108 100.0	54 100.0	339 100.0	-	217 100.0	7 100.0	35 100.0	72 100.0	3 100.0	156 100.0	183 100.0	334 100.0	5 100.0	-
EXCELLENT	40 11.8 I	22 15.6 IR	10 10.9 I	2 6.9	6 7.8	9 36.0 JLQRS DEGHI ABC	19 12.5 I	11 10.2 I	1 1.9	40 11.8 I	-	19 8.8 I	3 42.9 I	6 17.1 I	14 19.4 EILR	1 33.3	25 16.0 ILR	15 8.2 I	39 11.7 I	1 20.0	-
GOOD	146 43.1 I	57 40.4 I	43 46.7 I	14 48.3 I	32 41.6 I	8 32.0	74 48.7 I	51 47.2 I	13 24.1	146 43.1 I	-	85 39.2 I	3 42.9	18 51.4 I	37 51.4 I	1 33.3	65 41.7 I	81 44.3 I	142 42.5 I	4 80.0 IJLQS ABEF	-
FAIR	104 30.7 N	40 28.4 N	29 31.5 N	9 31.0	26 33.8 N	5 20.0	39 25.7 N	29 26.9 N	31 57.4 NOQRS FGHJL ABCDE	104 30.7 N	-	77 35.5 GNO	-	4 11.4	16 22.2	-	48 30.8 N	56 30.6 N	104 31.1 N	-	-
POOR	31 9.1	15 10.6	6 6.5	3 10.3	7 9.1	3 12.0	11 7.2	12 11.1	5 9.3	31 9.1	-	22 10.1	1 14.3	6 17.1	3 4.2	1 33.3	15 9.6	16 8.7	31 9.3	-	-
DON'T KNOW	18 5.3 Q	7 5.0	4 4.3	1 3.4	6 7.8	-	9 5.9	5 4.6	4 7.4	18 5.3 Q	-	14 6.5 Q	-	1 2.9	2 2.8	-	3 1.9	15 8.2 Q	18 5.4 Q	-	-
MEAN	2.61	2.64	2.65	2.54	2.52	2.92	2.71	2.59	2.20	2.61	-	2.50	3.14	2.71	2.89	2.67	2.65	2.57	2.60	3.20	-
STANDARD DEVIATION	0.83	0.89	0.77	0.79	0.79	1.04	0.79	0.83	0.64	0.83		0.81	1.07	0.97	0.77	1.53	0.87	0.79	0.83	0.45	
STANDARD ERROR	0.05	0.08	0.08	0.15	0.09	0.21	0.07	0.08	0.09	0.05		0.06	0.40	0.17	0.09	0.88	0.07	0.06	0.05	0.20	

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HOW WOULD YOU RATE MUNI'S WEBSITE ON EACH OF THE FOLLOWING . . .
22. OVERALL RATING (OF MUNI WEBSITE)

		HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
BASE - VISITED WEBSITE	339	141	92	29	77	25	152	108	54	339	-	217	7	35	72	3	156	183	334	5	-
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0		100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
EXCELLENT	33	21	4	3	5	7	17	7	2	33	-	18	2	4	11	1	19	14	32	1	-
	9.7	14.9	4.3	10.3	6.5	28.0	11.2	6.5	3.7	9.7		8.3	28.6	11.4	15.3	33.3	12.2	7.7	9.6	20.0	
	CI	CEHIR				IJLRS ACEH	CI			CI					CI		CI		C		
GOOD	175	69	53	14	39	11	87	59	18	175	-	111	4	20	39	-	81	94	171	4	-
	51.6	48.9	57.6	48.3	50.6	44.0	57.2	54.6	33.3	51.6		51.2	57.1	57.1	54.2		51.9	51.4	51.2	80.0	
	I	I	I		I		I	I		I		I		I	I		I	I	I	I	
FAIR	101	37	28	11	25	5	34	35	27	101	-	67	1	8	17	2	43	58	101	-	-
	29.8	26.2	30.4	37.9	32.5	20.0	22.4	32.4	50.0	29.8		30.9	14.3	22.9	23.6	66.7	27.6	31.7	30.2		
									NOQRS GHJLM ABCEF												
POOR	22	13	5	-	4	2	8	6	6	22	-	15	-	3	4	-	12	10	22	-	-
	6.5	9.2	5.4		5.2	8.0	5.3	5.6	11.1	6.5		6.9		8.6	5.6		7.7	5.5	6.6		
DON'T KNOW	8	1	2	1	4	-	6	1	1	8	-	6	-	-	1	-	1	7	8	-	-
	2.4	0.7	2.2	3.4	5.2		3.9	0.9	1.9	2.4		2.8			1.4		0.6	3.8	2.4		
																		BQ			
MEAN	2.66	2.70	2.62	2.71	2.62	2.92	2.77	2.63	2.30	2.66	-	2.63	3.14	2.71	2.80	2.67	2.69	2.64	2.65	3.20	-
STANDARD DEVIATION	0.75	0.84	0.66	0.66	0.70	0.91	0.72	0.69	0.72	0.75		0.74	0.69	0.79	0.77	1.15	0.79	0.71	0.75	0.45	
STANDARD ERROR	0.04	0.07	0.07	0.12	0.08	0.18	0.06	0.07	0.10	0.04		0.05	0.26	0.13	0.09	0.67	0.06	0.05	0.04	0.20	

Q23POS. WHY DO YOU SAY THAT? (POSITIVE WEBSITE RATING)

		HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
BASE - RATED WEBSITE EXCELLENT OR GOOD	208 100.0	90 100.0	57 100.0	17 100.0	44 100.0	18 100.0	104 100.0	66 100.0	20 100.0	208 100.0	-	129 100.0	6 100.0	24 100.0	50 100.0	1 100.0	100 100.0	108 100.0	203 100.0	5 100.0	-
EASY TO USE/INTUITIVE/NO PROBLEMS	93 44.7	37 41.1	26 45.6	6 35.3	24 54.5	6 33.3	47 45.2	28 42.4	12 60.0	93 44.7	-	56 43.4	5 83.3 OQRST GHJLN ABCDF	11 45.8	18 36.0	1 100.0 OQRST HIJLN *CDEFG	48 48.0	45 41.7	92 45.3	1 20.0	-
LOTS OF INFORMATION/HAS THE INFORMATION NEEDED	69 33.2	30 33.3	15 26.3	6 35.3	18 40.9 O	8 44.4	32 30.8	22 33.3	7 35.0	69 33.2	-	45 34.9	2 33.3	8 33.3	11 22.0	1 100.0 OQRST IJLMN *DEFGH	32 32.0	37 34.3	67 33.0	2 40.0	-
SCHEDULES/ARRIVAL TIMES	48 23.1	22 24.4	13 22.8	3 17.6	10 22.7	3 16.7	24 23.1	14 21.2	7 35.0	48 23.1	-	28 21.7	2 33.3	5 20.8	17 34.0 Q	-	18 18.0	30 27.8	48 23.6	-	-
TRIP PLANNING	40 19.2 Q	18 20.0 Q	8 14.0	4 23.5	10 22.7 Q	3 16.7	19 18.3	14 21.2 Q	4 20.0	40 19.2 Q	-	27 20.9 Q	2 33.3	4 16.7	9 18.0	-	9 9.0	31 28.7 CQ	39 19.2 Q	1 20.0	-
USEFUL/HELPFUL INFORMATION	35 16.8	15 16.7	9 15.8	4 23.5	7 15.9	2 11.1	19 18.3	12 18.2	2 10.0	35 16.8	-	21 16.3	-	5 20.8	9 18.0	-	15 15.0	20 18.5	33 16.3	2 40.0	-
QUALIFIED (NEGATIVE) COMMENT	27 13.0	6 6.7	12 21.1 BIO	2 11.8	7 15.9	2 11.1	11 10.6	13 19.7 BIO	1 5.0	27 13.0	-	20 15.5 BO	-	4 16.7	3 6.0	-	14 14.0	13 12.0	27 13.3	-	-
ROUTES/ROUTE MAPS	22 10.6	13 14.4 EH	5 8.8	2 11.8	2 4.5	1 5.6	13 12.5	3 4.5	5 25.0 EH	22 10.6	-	12 9.3	1 16.7	5 20.8	7 14.0	-	10 10.0	12 11.1	22 10.8	-	-
ACCURATE/UP TO DATE INFORMATION	18 8.7 E	14 15.6 CEHLR	2 3.5	1 5.9	1 2.3	3 16.7	9 8.7	4 6.1	2 10.0	18 8.7 E	-	7 5.4	-	2 8.3	10 20.0 CEHLR	-	11 11.0 E	7 6.5	18 8.9 E	-	-
CAN GET INFORMATION QUICKLY	10 4.8	6 6.7	3 5.3	-	1 2.3	1 5.6	6 5.8	3 4.5	-	10 4.8	-	6 4.7	-	-	4 8.0	-	7 7.0	3 2.8	10 4.9	-	-
ORGANIZED/EASY TO READ/ CLEARLY LABELED	9 4.3	6 6.7	1 1.8	1 5.9	1 2.3	1 5.6	4 3.8	4 6.1	-	9 4.3	-	5 3.9	-	-	3 6.0	-	6 6.0	3 2.8	9 4.4	-	-

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Q23POS. WHY DO YOU SAY THAT? (POSITIVE WEBSITE RATING)

		HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
USEFUL LINKS	3	-	2	-	1	-	3	-	-	3	-	2	-	-	1	-	1	2	3	-	-
	1.4		3.5		2.3		2.9			1.4		1.6			2.0		1.0	1.9	1.5		
CAN USE MOBILE DEVICE	3	2	1	-	-	1	2	-	-	3	-	1	-	1	-	-	1	2	3	-	-
	1.4	2.2	1.8			5.6	1.9			1.4		0.8		4.2			1.0	1.9	1.5		
OTHER	2	-	1	-	1	-	1	1	-	2	-	1	-	1	-	-	1	1	1	1	-
	1.0		1.8		2.3		1.0	1.5		1.0		0.8		4.2			1.0	0.9	0.5	20.0	
DON'T KNOW/BLANK	7	4	2	-	1	1	3	3	-	7	-	5	-	-	2	-	2	5	7	-	-
	3.4	4.4	3.5		2.3	5.6	2.9	4.5		3.4		3.9			4.0		2.0	4.6	3.4		

Q23NEG. WHY DO YOU SAY THAT? (NEGATIVE WEBSITE RATING)

		HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
BASE - RATED WEBSITE FAIR OR POOR	123 100.0	50 100.0	33 100.0	11 100.0	29 100.0	7 100.0	42 100.0	41 100.0	33 100.0	123 100.0	-	82 100.0	1 100.0	11 100.0	21 100.0	2 100.0	55 100.0	68 100.0	123 100.0	-	-
HARD TO NAVIGATE/NOT WELL ORGANIZED/OUTDATED	56 45.5	25 50.0	12 36.4	7 63.6	12 41.4	6 85.7 NOQRS GHIJL ABCE	17 40.5	17 41.5	16 48.5	56 45.5	-	42 51.2	-	3 27.3	8 38.1	1 50.0	27 49.1	29 42.6	56 45.5	-	-
HARD TO FIND INFORMATION/ CLUTTERED/USELESS INFORMATION	49 39.8 O	21 42.0 O	15 45.5 FO	4 36.4	9 31.0	1 14.3	21 50.0 FO	17 41.5 O	10 30.3	49 39.8 O	-	38 46.3 FO	1 100.0 NOQRS GHIJL *BCDEF	4 36.4	3 14.3	-	23 41.8 O	26 38.2 O	49 39.8 O	-	-
SCHEDULES/ARRIVAL TIMES	19 15.4	7 14.0	5 15.2	1 9.1	6 20.7	-	5 11.9	9 22.0 O	5 15.2	19 15.4	-	12 14.6	-	3 27.3	1 4.8	-	10 18.2	9 13.2	19 15.4	-	-
TRIP PLANNING	19 15.4	4 8.0	8 24.2	1 9.1	6 20.7	2 28.6	7 16.7	4 9.8	6 18.2	19 15.4	-	12 14.6	-	2 18.2	5 23.8	-	7 12.7	12 17.6	19 15.4	-	-
NEEDS TO BE FASTER	17 13.8	5 10.0	5 15.2	3 27.3	4 13.8	2 28.6	10 23.8 HIO	3 7.3	2 6.1	17 13.8	-	14 17.1 O	-	1 9.1	1 4.8	1 50.0	6 10.9	11 16.2	17 13.8	-	-
INACCURATE/NOT UP TO DATE INFORMATION	15 12.2	6 12.0	3 9.1	2 18.2	4 13.8	-	3 7.1	5 12.2	7 21.2	15 12.2	-	8 9.8	-	1 9.1	3 14.3	-	4 7.3	11 16.2	15 12.2	-	-
QUALIFIED (POSITIVE) COMMENT	13 10.6	3 6.0	2 6.1	1 9.1	7 24.1 BC	-	3 7.1	5 12.2	5 15.2	13 10.6	-	9 11.0	-	2 18.2	2 9.5	-	5 9.1	8 11.8	13 10.6	-	-
ROUTES/STOPS/MAPS	10 8.1	2 4.0	2 6.1	2 18.2	4 13.8	-	5 11.9	3 7.3	2 6.1	10 8.1	-	5 6.1	1 100.0 NOQRS GHIJL ABCDE	1 9.1	4 19.0	-	4 7.3	6 8.8	10 8.1	-	-
USE OF MOBILE DEVICE	6 4.9	3 6.0	2 6.1	-	1 3.4	1 14.3	2 4.8	2 4.9	1 3.0	6 4.9	-	3 3.7	-	1 9.1	1 4.8	1 50.0	4 7.3	2 2.9	6 4.9	-	-

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Q23NEG. WHY DO YOU SAY THAT? (NEGATIVE WEBSITE RATING)

		HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
INFORMATION ABOUT DELAYS	5	2	3	-	-	-	1	3	1	5	-	4	-	-	1	-	2	3	5	-	-
	4.1	4.0	9.1				2.4	7.3	3.0	4.1		4.9			4.8		3.6	4.4	4.1		
PROBLEMS WITH LINKS	3	2	-	-	1	-	1	2	-	3	-	3	-	-	-	-	2	1	3	-	-
	2.4	4.0			3.4		2.4	4.9		2.4		3.7					3.6	1.5	2.4		
OTHER	5	3	1	-	1	-	1	1	3	5	-	1	-	-	3	-	1	4	5	-	-
	4.1	6.0	3.0		3.4		2.4	2.4	9.1	4.1		1.2			14.3		1.8	5.9	4.1		
DON'T KNOW/BLANK	3	1	1	-	1	-	2	1	-	3	-	-	-	1	1	-	2	1	3	-	-
	2.4	2.0	3.0		3.4		4.8	2.4		2.4				9.1	4.8		3.6	1.5	2.4		

Q24. HOW DO YOU USUALLY ACCESS MUNI'S WEB SITE? (MULTIPLE RESPONSES ACCEPTED)

		HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
BASE - HAVE VISITED SFMTA.COM	339 100.0	141 100.0	92 100.0	29 100.0	77 100.0	25 100.0	152 100.0	108 100.0	54 100.0	339 100.0	-	217 100.0	7 100.0	35 100.0	72 100.0	3 100.0	156 100.0	183 100.0	334 100.0	5 100.0	-
A COMPUTER	285 84.1	117 83.0	77 83.7	23 79.3	68 88.3 P	20 80.0	129 84.9	87 80.6	49 90.7 NPQ	285 84.1	-	186 85.7	4 57.1	26 74.3	60 83.3	1 33.3	125 80.1	160 87.4 P	280 83.8	5 100.0 OPQRS IJLMN *DEFGH	-
A MOBILE PHONE	91 26.8	40 28.4	26 28.3	8 27.6	17 22.1	8 32.0	36 23.7	32 29.6	15 27.8	91 26.8	-	52 24.0	3 42.9	13 37.1	23 31.9	3 100.0 NOQRS HIJLM *CDEFG	50 32.1 R	41 22.4	91 27.2	-	-
iPAD	5 1.5	3 2.1	2 2.2	-	-	-	2 1.3	1 0.9	2 3.7	5 1.5	-	4 1.8	-	-	1 1.4	-	4 2.6	1 0.5	5 1.5	-	-

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Q25. WHERE DO YOU USUALLY ACCESS THE MUNI WEBSITE . . . AT HOME, AT WORK, OR SOMEWHERE ELSE?

		HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
BASE - HAVE VISITED SFMTA.COM	339 100.0	141 100.0	92 100.0	29 100.0	77 100.0	25 100.0	152 100.0	108 100.0	54 100.0	339 100.0	-	217 100.0	7 100.0	35 100.0	72 100.0	3 100.0	156 100.0	183 100.0	334 100.0	5 100.0	-
AT HOME	264 77.9	100 70.9	71 77.2	24 82.8	69 89.6 JLQRS ABCFG	15 60.0	116 76.3	89 82.4 BF	44 81.5	264 77.9	-	166 76.5	5 71.4	26 74.3	60 83.3 BF	2 66.7	122 78.2	142 77.6	259 77.5	5 100.0 NOQRS GHIJL *BCDEF	-
AT WORK	96 28.3 DE	59 41.8 JNQRS CDEGH A	21 22.8	4 13.8	12 15.6	8 32.0	46 30.3 DE	24 22.2	18 33.3 DE	96 28.3 DE	-	70 32.3 DEHN	-	6 17.1	22 30.6 DE	-	41 26.3 E	55 30.1 DE	96 28.7 DE	-	-
SOMEPLACE ELSE	60 17.7	24 17.0	21 22.8	5 17.2	10 13.0	9 36.0 EHILR	27 17.8	16 14.8	8 14.8	60 17.7	-	33 15.2	2 28.6	11 31.4 ELR	15 20.8	1 33.3	33 21.2	27 14.8	59 17.7	1 20.0	-

Q26. HOW DO YOU USUALLY PAY YOUR MUNI FARE?

		HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
BASE - ALL RESPONDENTS	582 100.0	233 100.0	156 100.0	53 100.0	140 100.0	50 100.0	282 100.0	175 100.0	75 100.0	339 100.0	243 100.0	316 100.0	27 100.0	78 100.0	147 100.0	7 100.0	244 100.0	338 100.0	537 100.0	24 100.0	21 100.0
CLIPPER	316 54.3 DEKMT	185 79.4 PQRST KLMNO *FGHIJ	79 50.6 DEM	15 28.3	37 26.4	27 54.0 DEM	146 51.8 DEM	103 58.9 DEKMT	40 53.3 DEM	209 61.7 MNRST CDEGK A	107 44.0 DEM	185 58.5 EKMNT D	7 25.9	36 46.2 DEM	87 59.2 DEKMT	2 28.6	138 56.6 DEKMT	178 52.7 DEKM	294 54.7 DEKMT	8 33.3	14 66.7 DEKMT
CASH	242 41.6 BJ	36 15.5	71 45.5 BJ	35 66.0 OQRSU IJKLN *BCFGH	100 71.4 OQRSU IJKLN *BCFGH	20 40.0 B	125 44.3 BJ	65 37.1 B	32 42.7 B	117 34.5 B	125 51.4 LOQSU ABHJ	124 39.2 B	18 66.7 OQRSU GHIJL ABCF	37 47.4 BJ	51 34.7 B	5 71.4 HJOQU B	91 37.3 B	151 44.7 BJO	221 41.2 BJ	15 62.5 LOQSU ABHJ	6 28.6
OTHER TYPE OF PASS	24 4.1	12 5.2	6 3.8	3 5.7	3 2.1	3 6.0	11 3.9	7 4.0	3 4.0	13 3.8	11 4.5	7 2.2	2 7.4	5 6.4	9 6.1	-	15 6.1 ELR	9 2.7	22 4.1	1 4.2	1 4.8

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Q27. HOW WOULD YOU RATE YOUR EXPERIENCE USING CLIPPER ON MUNI?

		HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
BASE - USE CLIPPER ON MUNI	316 100.0	185 100.0	79 100.0	15 100.0	37 100.0	27 100.0	146 100.0	103 100.0	40 100.0	209 100.0	107 100.0	185 100.0	7 100.0	36 100.0	87 100.0	2 100.0	138 100.0	178 100.0	294 100.0	8 100.0	14 100.0
EXCELLENT	145 45.9 H	84 45.4 H	40 50.6 H	8 53.3	13 35.1	20 74.1 OQRSU IJKLN *BCEGH	78 53.4 EHO	31 30.1	16 40.0	99 47.4 H	46 43.0	95 51.4 HO	3 42.9	16 44.4	32 36.8	2 100.0 QRSTU KLMNO *FGHIJ	68 49.3 H	77 43.3 H	135 45.9 H	4 50.0	6 42.9
GOOD	128 40.5 F	73 39.5 F	27 34.2	7 46.7	21 56.8 IJLQS CF	6 22.2	58 39.7	51 49.5 CFJLQ	13 32.5	77 36.8	51 47.7 FL	66 35.7	2 28.6	18 50.0 F	43 49.4 CFJL	-	50 36.2	78 43.8 F	117 39.8 F	3 37.5	8 57.1 F
FAIR	29 9.2	18 9.7	9 11.4	-	2 5.4	1 3.7	8 5.5	14 13.6 FG	6 15.0	21 10.0	8 7.5	15 8.1	2 28.6	2 5.6	8 9.2	-	12 8.7	17 9.6	28 9.5	1 12.5	-
POOR	13 4.1	9 4.9	3 3.8	-	1 2.7	-	2 1.4	6 5.8	5 12.5 GK	11 5.3 G	2 1.9	9 4.9	-	-	4 4.6	-	7 5.1	6 3.4	13 4.4 G	-	-
DON'T KNOW	1 0.3	1 0.5	-	-	-	-	-	1 1.0	-	1 0.5	-	-	-	-	-	-	1 0.7	-	1 0.3	-	-
MEAN	3.29	3.26	3.32	3.53	3.24	3.70	3.45	3.05	3.00	3.27	3.32	3.34	3.14	3.39	3.18	4.00	3.31	3.27	3.28	3.38	3.43
STANDARD DEVIATION	0.80	0.83	0.82	0.52	0.68	0.54	0.67	0.83	1.04	0.85	0.69	0.82	0.90	0.60	0.79	0.00	0.84	0.77	0.81	0.74	0.51
STANDARD ERROR	0.04	0.06	0.09	0.13	0.11	0.10	0.06	0.08	0.16	0.06	0.07	0.06	0.34	0.10	0.08	0.00	0.07	0.06	0.05	0.26	0.14

Q28POS. WHY IS THAT? (CLIPPER RATING EXCELLENT OR GOOD)

		HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
BASE - RATED CLIPPER EXCELLENT OR GOOD	273 100.0	157 100.0	67 100.0	15 100.0	34 100.0	26 100.0	136 100.0	82 100.0	29 100.0	176 100.0	97 100.0	161 100.0	5 100.0	34 100.0	75 100.0	2 100.0	118 100.0	155 100.0	252 100.0	7 100.0	14 100.0
EASY TO USE/CONVENIENT/ SWIPE AND GO	90 33.0	57 36.3 N	18 26.9	3 20.0	12 35.3	6 23.1	44 32.4	28 34.1	12 41.4	60 34.1	30 30.9	60 37.3 N	1 20.0	7 20.6	22 29.3	1 50.0	38 32.2	52 33.5	81 32.1	1 14.3	8 57.1 CDFNT
IT WORKS/ACCURATE/NO PROBLEMS	65 23.8	37 23.6	15 22.4	4 26.7	9 26.5	4 15.4	36 26.5	19 23.2	6 20.7	43 24.4	22 22.7	37 23.0	2 40.0	7 20.6	19 25.3	2 100.0 QRSTU KLMNO *FGHIJ	29 24.6	36 23.2	59 23.4	1 14.3	5 35.7
DON'T NEED CHANGE/CASH/ TRANSFER/SAFER THAN MONEY	62 22.7	25 15.9	18 26.9	9 60.0 LOQRS GHIJK ABCEF	10 29.4	5 19.2	36 26.5 BO	16 19.5	5 17.2	42 23.9	20 20.6	39 24.2	-	12 35.3 BO	11 14.7	-	22 18.6	40 25.8 BO	59 23.4	3 42.9	-
QUALIFIED (NEGATIVE) COMMENT	53 19.4 IO	32 20.4 IO	13 19.4	1 6.7	7 20.6	6 23.1	21 15.4	24 29.3 DGIO	2 6.9	34 19.3 I	19 19.6 I	36 22.4 DIO	-	9 26.5 DI	8 10.7	-	22 18.6 I	31 20.0 I	49 19.4 IO	4 57.1 JKOQS ADGI	-
FAST/SPEEDS BOARDING/CAN GET ON BACK DOOR	47 17.2	31 19.7	10 14.9	2 13.3	4 11.8	6 23.1	21 15.4	16 19.5	4 13.8	29 16.5	18 18.6	25 15.5	2 40.0	6 17.6	14 18.7	-	25 21.2	22 14.2	47 18.7	-	-
EASY TO LOAD/RELOAD	25 9.2	13 8.3	5 7.5	3 20.0	4 11.8	3 11.5	10 7.4	9 11.0	3 10.3	19 10.8	6 6.2	15 9.3	-	3 8.8	8 10.7	-	12 10.2	13 8.4	25 9.9	-	-
PERMANENT/DURABLE/BETTER THAN PAPER PASS	12 4.4	10 6.4	2 3.0	-	-	-	3 2.2	6 7.3	3 10.3	8 4.5	4 4.1	6 3.7	-	3 8.8	3 4.0	-	5 4.2	7 4.5	12 4.8	-	-
USE AUTOMATIC RELOAD	11 4.0	5 3.2	5 7.5	1 6.7	-	1 3.8	4 2.9	3 3.7	3 10.3	10 5.7 K	1 1.0	9 5.6 K	-	-	3 4.0	-	5 4.2	6 3.9	11 4.4 K	-	-
CAN USE ON OTHER TRANSIT SYSTEMS	11 4.0	4 2.5	6 9.0 GK	1 6.7	-	1 3.8	2 1.5	4 4.9	4 13.8 K	10 5.7 GK	1 1.0	7 4.3	-	1 2.9	3 4.0	-	5 4.2	6 3.9	11 4.4 K	-	-
CAN STILL BOARD WHEN SCANNER IS NOT WORKING- NO CHARGE	9 3.3	7 4.5	1 1.5	-	1 2.9	-	7 5.1	2 2.4	-	5 2.8	4 4.1	7 4.3	-	-	1 1.3	1 50.0	2 1.7	7 4.5	8 3.2	-	1 7.1

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Q28POS. WHY IS THAT? (CLIPPER RATING EXCELLENT OR GOOD)

		HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
CAN REPLACE LOST CARD	6	5	1	-	-	-	2	2	2	5	1	4	-	1	1	-	4	2	6	-	-
	2.2	3.2	1.5				1.5	2.4	6.9	2.8	1.0	2.5		2.9	1.3		3.4	1.3	2.4		
CAN REVIEW ACCOUNT/KNOW BALANCE ON CARD	5	3	2	-	-	-	4	-	1	3	2	3	-	1	1	-	2	3	5	-	-
	1.8	1.9	3.0				2.9		3.4	1.7	2.1	1.9		2.9	1.3		1.7	1.9	2.0		
CUSTOMER SERVICE	5	5	-	-	-	1	1	2	1	3	2	4	1	-	-	-	2	3	5	-	-
	1.8	3.2				3.8	0.7	2.4	3.4	1.7	2.1	2.5	20.0				1.7	1.9	2.0		
OTHER	4	3	1	-	-	1	3	-	-	3	1	4	-	-	-	-	4	-	4	-	-
	1.5	1.9	1.5			3.8	2.2			1.7	1.0	2.5					3.4		1.6		
DON'T KNOW/BLANK	4	2	1	-	1	1	1	1	1	2	2	2	-	-	2	-	2	2	3	-	1
	1.5	1.3	1.5		2.9	3.8	0.7	1.2	3.4	1.1	2.1	1.2			2.7		1.7	1.3	1.2		7.1

Q28NEG. WHY IS THAT? (CLIPPER RATING FAIR OR POOR)

		HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
BASE - RATE CLIPPER FAIR OR POOR	42 100.0	27 100.0	12 100.0	-	3 100.0	1 100.0	10 100.0	20 100.0	11 100.0	32 100.0	10 100.0	24 100.0	2 100.0	2 100.0	12 100.0	-	19 100.0	23 100.0	41 100.0	1 100.0	-
SCANNER NOT WORKING	8 19.0	6 22.2	2 16.7	-	-	-	1 10.0	5 25.0	2 18.2	6 18.8	2 20.0	4 16.7	1 50.0	1 50.0	2 16.7	-	2 10.5	6 26.1	7 17.1	1 100.0 LOQRS GHIJK ABC	-
CARD NOT WORKING	8 19.0	6 22.2	2 16.7	-	-	-	2 20.0	4 20.0	2 18.2	5 15.6	3 30.0	4 16.7	-	1 50.0	2 16.7	-	1 5.3	7 30.4 Q	7 17.1	1 100.0 LOQRS GHIJK ABC	-
DON'T KNOW HOW TO USE CARD/HOW IT WORKS	7 16.7	3 11.1	2 16.7	-	2 66.7 BIR	1 100.0 JLQRS BCGHI A	2 20.0	3 15.0	1 9.1	7 21.9 R	-	6 25.0 R	1 50.0	-	-	-	6 31.6 R	1 4.3	7 17.1	-	-
INCONVENIENT/DIFFICULT TO RELOAD	6 14.3	4 14.8	2 16.7	-	-	-	-	6 30.0 L	-	6 18.8	-	1 4.2	1 50.0	1 50.0	2 16.7	-	3 15.8	3 13.0	6 14.6	-	-
OVERCHARGES/ERRORS ON ACCOUNT	4 9.5	3 11.1	-	-	1 33.3	-	1 10.0	2 10.0	1 9.1	4 12.5	-	2 8.3	-	-	2 16.7	-	2 10.5	2 8.7	4 9.8	-	-
CUSTOMER SERVICE PROBLEMS	4 9.5	2 7.4	2 16.7	-	-	-	1 10.0	2 10.0	1 9.1	4 12.5	-	2 8.3	-	-	1 8.3	-	1 5.3	3 13.0	4 9.8	-	-
TIMELAG LOADING PAYMENTS	3 7.1	3 11.1	-	-	-	-	1 10.0	-	2 18.2	3 9.4	-	2 8.3	-	-	1 8.3	-	2 10.5	1 4.3	3 7.3	-	-
DON'T KNOW BALANCE ON CARD	2 4.8	-	2 16.7	-	-	-	1 10.0	1 5.0	-	1 3.1	1 10.0	2 8.3	-	-	-	-	-	2 8.7	2 4.9	-	-
TRANSFER TIME IS TOO SHORT/DON'T KNOW HOW LONG TRANSFER IS GOOD FOR	2 4.8	1 3.7	1 8.3	-	-	-	1 10.0	1 5.0	-	2 6.3	-	1 4.2	-	-	1 8.3	-	2 10.5	-	2 4.9	-	-

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Q28NEG. WHY IS THAT? (CLIPPER RATING FAIR OR POOR)

		HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
MUNI LOSING MONEY BECAUSE SCANNERS NOT WORKING, FARE EVASION, ETC.	2 4.8	2 7.4	-	-	-	-	1 10.0	1 5.0	-	1 3.1	1 10.0	-	-	-	2 16.7	-	1 5.3	1 4.3	2 4.9	-	-
QUALIFIED (POSITIVE) COMMENT	2 4.8	1 3.7	-	-	1 33.3	-	-	1 5.0	1 9.1	-	2 20.0	-	-	-	2 16.7	-	1 5.3	1 4.3	2 4.9	-	-
SCANNER BEEP IS LOUD/ IRRITATING	1 2.4	-	1 8.3	-	-	-	1 10.0	-	-	-	1 10.0	-	-	-	-	-	-	1 4.3	1 2.4	-	-
OTHER	5 11.9	5 18.5	-	-	-	-	1 10.0	1 5.0	3 27.3	4 12.5	1 10.0	4 16.7	-	-	1 8.3	-	2 10.5	3 13.0	5 12.2	-	-

Q29. WHAT IS THE MAIN REASON YOU DON'T USE CLIPPER (MORE) ON MUNI?

		HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
BASE - DO NOT USE CLIPPER	266 100.0	48 100.0	77 100.0	38 100.0	103 100.0	23 100.0	136 100.0	72 100.0	35 100.0	130 100.0	136 100.0	131 100.0	20 100.0	42 100.0	60 100.0	5 100.0	106 100.0	160 100.0	243 100.0	16 100.0	7 100.0
DON'T RIDE THAT OFTEN	152 57.1 BFNT	8 16.7	36 46.8 B	26 68.4 CFNQT B	82 79.6 NQRST IJKLM *BCFGH	8 34.8	81 59.6 BFNQT	44 61.1 BFNQT	19 54.3 B	76 58.5 BFNT	76 55.9 BT	80 61.1 CFNQT B	9 45.0 B	17 40.5 B	40 66.7 CFNQT B	-	49 46.2 B	103 64.4 CFNQT B	141 58.0 BFNQT	5 31.3	6 85.7 MNQST BCFIK A
LACK OF KNOWLEDGE	38 14.3	7 14.6	11 14.3	6 15.8	14 13.6	2 8.7	21 15.4	9 12.5	6 17.1	15 11.5	23 16.9	21 16.0	2 10.0	4 9.5	7 11.7	1 20.0	13 12.3	25 15.6	36 14.8	1 6.3	1 14.3
EASIER TO PAY CASH/USE PASS	37 13.9 E	15 31.3 LMORS GHIJK ADE	15 19.5 ER	3 7.9	4 3.9	5 21.7 E	17 12.5 E	11 15.3 E	4 11.4	17 13.1 E	20 14.7 E	13 9.9	2 10.0	11 26.2 DELR	7 11.7	1 20.0	23 21.7 DELR	14 8.8	32 13.2 E	5 31.3 E	-
COST - TOO EXPENSIVE, LOSE MONEY, DON'T WANT TO PREPAY, ETC.	29 10.9	6 12.5	13 16.9 D	2 5.3	8 7.8	3 13.0	16 11.8	6 8.3	4 11.4	13 10.0	16 11.8	15 11.5	5 25.0	6 14.3	4 6.7	1 20.0	11 10.4	18 11.3	25 10.3	4 25.0	-
USE REDUCED FARE PASS/ GET A REDUCED FARE	21 7.9	4 8.3	7 9.1	4 10.5	6 5.8	3 13.0	10 7.4	6 8.3	2 5.7	9 6.9	12 8.8	10 7.6	5 25.0 NR	2 4.8	4 6.7	-	12 11.3	9 5.6	21 8.6	-	-
PROBLEMS USING CLIPPER (SCANNERS, LOADING, CHARGES, ETC.)	18 6.8 O	7 14.6 DIO	3 3.9	1 2.6	7 6.8	1 4.3	8 5.9	8 11.1 O	1 2.9	12 9.2 O	6 4.4	12 9.2 O	-	2 4.8	1 1.7	-	8 7.5	10 6.3	18 7.4 O	-	-
HAVEN'T BOTHERED/THOUGHT OF IT	18 6.8	4 8.3	5 6.5	3 7.9	6 5.8	2 8.7	11 8.1	4 5.6	1 2.9	6 4.6	12 8.8	11 8.4	2 10.0	2 4.8	2 3.3	2 40.0	8 7.5	10 6.3	17 7.0	1 6.3	-
PLANNING TO GET/USE CLIPPER	13 4.9	4 8.3	4 5.2	3 7.9	2 1.9	4 17.4	6 4.4	2 2.8	1 2.9	7 5.4	6 4.4	7 5.3	3 15.0	1 2.4	1 1.7	-	7 6.6	6 3.8	12 4.9	1 6.3	-
TRANSFERS - TIME ALLOTTED TOO SHORT, NO ROUND TRIP, ETC.	11 4.1	1 2.1	4 5.2	1 2.6	5 4.9	1 4.3	4 2.9	5 6.9	1 2.9	5 3.8	6 4.4	5 3.8	2 10.0	1 2.4	3 5.0	-	6 5.7	5 3.1	11 4.5	-	-
PRIVACY ISSUES	6 2.3	3 6.3	3 3.9	-	-	1 4.3	2 1.5	1 1.4	2 5.7	4 3.1	2 1.5	3 2.3	-	-	-	-	4 3.8	2 1.3	6 2.5	-	-

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Q29. WHAT IS THE MAIN REASON YOU DON'T USE CLIPPER (MORE) ON MUNI?

		HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
AFRAID OF LOSING CARD	4	1	2	-	1	-	1	2	1	4	-	4	-	-	-	-	1	3	4	-	-
	1.5	2.1	2.6		1.0		0.7	2.8	2.9	3.1		3.1					0.9	1.9	1.6		
OTHER	2	1	1	-	-	-	1	1	-	1	1	2	-	-	-	-	2	-	2	-	-
	0.8	2.1	1.3				0.7	1.4		0.8	0.7	1.5					1.9		0.8		
DON'T KNOW/BLANK	3	1	2	-	-	-	2	-	1	1	2	1	1	2	1	-	1	2	3	-	-
	1.1	2.1	2.6				1.5		2.9	0.8	1.5	0.8	5.0	4.8	1.7		0.9	1.3	1.2		

Q30. ARE YOU FAMILIAR WITH THE MUNI AMBASSADORS PROGRAM?

		HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
BASE - ALL RESPONDENTS	582	233	156	53	140	50	282	175	75	339	243	316	27	78	147	7	244	338	537	24	21
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
YES	34	20	10	-	4	5	17	6	6	19	15	18	3	6	8	-	14	20	32	2	-
	5.8	8.6	6.4		2.9	10.0	6.0	3.4	8.0	5.6	6.2	5.7	11.1	7.7	5.4		5.7	5.9	6.0	8.3	
		EH																			
MAYBE	20	7	7	3	3	-	13	5	2	13	7	9	-	2	6	-	12	8	18	2	-
	3.4	3.0	4.5	5.7	2.1		4.6	2.9	2.7	3.8	2.9	2.8		2.6	4.1		4.9	2.4	3.4	8.3	
NO	528	206	139	50	133	45	252	164	67	307	221	289	24	70	133	7	218	310	487	20	21
	90.7	88.4	89.1	94.3	95.0	90.0	89.4	93.7	89.3	90.6	90.9	91.5	88.9	89.7	90.5	100.0	89.3	91.7	90.7	83.3	100.0
					BGQ											OQRST					OQRST
																IJKLN					IJKLN
																*CEFGH					*CEFGH

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Q31. HOW USEFUL IS THIS TYPE OF PROGRAM FOR MUNI RIDERS? WOULD YOU SAY [IT IS] . . .

		HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
BASE - ALL RESPONDENTS	582	233	156	53	140	50	282	175	75	339	243	316	27	78	147	7	244	338	537	24	21
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
EXTREMELY USEFUL	107	44	29	10	24	11	55	26	15	58	49	61	7	15	25	2	41	66	95	4	8
	18.4	18.9	18.6	18.9	17.1	22.0	19.5	14.9	20.0	17.1	20.2	19.3	25.9	19.2	17.0	28.6	16.8	19.5	17.7	16.7	38.1
																					H
SOMEWHAT USEFUL	239	88	71	17	63	27	123	62	27	140	99	127	14	29	65	2	103	136	227	7	5
	41.1	37.8	45.5	32.1	45.0	54.0	43.6	35.4	36.0	41.3	40.7	40.2	51.9	37.2	44.2	28.6	42.2	40.2	42.3	29.2	23.8
			U		U	DHITU	U						U		U						
						B															
NOT TOO USEFUL	86	35	19	14	18	1	30	36	19	63	23	46	-	10	24	1	44	42	86	-	-
	14.8	15.0	12.2	26.4	12.9	2.0	10.6	20.6	25.3	18.6	9.5	14.6		12.8	16.3	14.3	18.0	12.4	16.0		
	FK	F	F	EFGKR	F		F	CFGKR	GKLNR	FGKR	F	F		F	F		FGK	F	FGK		
				C					ACEF												
NOT AT ALL USEFUL	52	22	12	6	12	1	22	18	11	34	18	31	2	6	13	-	21	31	51	1	-
	8.9	9.4	7.7	11.3	8.6	2.0	7.8	10.3	14.7	10.0	7.4	9.8	7.4	7.7	8.8		8.6	9.2	9.5	4.2	
	F	F			F		F	F	F	F	F	F			F		F	F	F		
DON'T KNOW	98	44	25	6	23	10	52	33	3	44	54	51	4	18	20	2	35	63	78	12	8
	16.8	18.9	16.0	11.3	16.4	20.0	18.4	18.9	4.0	13.0	22.2	16.1	14.8	23.1	13.6	28.6	14.3	18.6	14.5	50.0	38.1
	I	I	I		I	I	I	I		I	IJOQS	I		IJ	I		I	IJ	I	NOQRS	JLOQS
											D									IJKLM	ACDEI
																				*DEFGH	
MEAN	2.83	2.81	2.89	2.66	2.85	3.20	2.92	2.68	2.64	2.75	2.95	2.82	3.13	2.88	2.80	3.20	2.78	2.86	2.80	3.17	3.62
STANDARD DEVIATION	0.89	0.92	0.85	0.96	0.87	0.61	0.87	0.92	0.98	0.90	0.87	0.92	0.81	0.90	0.87	0.84	0.88	0.91	0.89	0.83	0.51
STANDARD ERROR	0.04	0.07	0.07	0.14	0.08	0.10	0.06	0.08	0.12	0.05	0.06	0.06	0.17	0.12	0.08	0.37	0.06	0.05	0.04	0.24	0.14

Q32. MUNI IS CONSIDERING CHANGING ITS POLICY TO ALLOW PASSENGERS WITH CLIPPER CARDS TO BOARD THROUGH THE BACK DOORS OF BUSES. WOULD YOU SUPPORT OR OPPOSE THIS CHANGE? (IS THAT STRONGLY OR SOMEWHAT?)

		HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
BASE - ALL RESPONDENTS	582	233	156	53	140	50	282	175	75	339	243	316	27	78	147	7	244	338	537	24	21
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
SUPPORT STRONGLY	285	135	75	24	51	25	143	77	40	176	109	162	18	35	64	5	131	154	267	6	12
	49.0	57.9	48.1	45.3	36.4	50.0	50.7	44.0	53.3	51.9	44.9	51.3	66.7	44.9	43.5	71.4	53.7	45.6	49.7	25.0	57.1
	ET	NORST AEHK	ET			T	ET	T	ET	ET	T	ET	KNORT EH			ET	EHT	T	ET		T
SUPPORT SOMEWHAT	172	67	49	15	41	14	79	58	21	101	71	90	4	23	52	-	72	100	158	8	6
	29.6	28.8	31.4	28.3	29.3	28.0	28.0	33.1	28.0	29.8	29.2	28.5	14.8	29.5	35.4		29.5	29.6	29.4	33.3	28.6
	M		M					M		M					M		M	M	M		
OPPOSE SOMEWHAT	44	9	10	4	21	6	19	15	4	24	20	21	1	9	9	1	13	31	40	4	-
	7.6	3.9	6.4	7.5	15.0	12.0	6.7	8.6	5.3	7.1	8.2	6.6	3.7	11.5	6.1	14.3	5.3	9.2	7.4	16.7	
	B				LMOQS BCGIJ A						B			B				B	B		
OPPOSE STRONGLY	53	14	13	9	17	4	25	17	7	28	25	33	3	4	13	-	19	34	52	-	1
	9.1	6.0	8.3	17.0	12.1	8.0	8.9	9.7	9.3	8.3	10.3	10.4	11.1	5.1	8.8		7.8	10.1	9.7		4.8
				BN																	
DON'T KNOW	28	8	9	1	10	1	16	8	3	10	18	10	1	7	9	1	9	19	20	6	2
	4.8	3.4	5.8	1.9	7.1	2.0	5.7	4.6	4.0	2.9	7.4	3.2	3.7	9.0	6.1	14.3	3.7	5.6	3.7	25.0	9.5
											DFJLS									MOQRS GHIJL *BCDEF	
MEAN	3.24	3.44	3.27	3.04	2.97	3.22	3.28	3.17	3.31	3.29	3.17	3.25	3.42	3.25	3.21	3.67	3.34	3.17	3.24	3.11	3.53
STANDARD DEVIATION	0.96	0.84	0.93	1.12	1.04	0.96	0.95	0.97	0.96	0.93	1.00	0.99	1.03	0.89	0.93	0.82	0.91	0.99	0.97	0.76	0.77
STANDARD ERROR	0.04	0.06	0.08	0.16	0.09	0.14	0.06	0.07	0.11	0.05	0.07	0.06	0.20	0.11	0.08	0.33	0.06	0.06	0.04	0.18	0.18

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Q33POS. WHY IS THAT? (SUPPORT BACK DOOR BOARDING)

		HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
BASE - SUPPORT IDEA OF BACK DOOR BOARDING AT LEAST SOMEWHAT	457 100.0	202 100.0	124 100.0	39 100.0	92 100.0	39 100.0	222 100.0	135 100.0	61 100.0	277 100.0	180 100.0	252 100.0	22 100.0	58 100.0	116 100.0	5 100.0	203 100.0	254 100.0	425 100.0	14 100.0	18 100.0
BOARD FASTER/STAY ON SCHEDULE	222 48.6	98 48.5	66 53.2 D	13 33.3	45 48.9	17 43.6	113 50.9 D	64 47.4	28 45.9	140 50.5 D	82 45.6	127 50.4 D	10 45.5	26 44.8	54 46.6	2 40.0	103 50.7 D	119 46.9	202 47.5	6 42.9	14 77.8 OQRST JKLMN *EFGHI
EASY ACCESS/CROWDED BUSES/PASSENGERS DON'T MOVE BACK	157 34.4 E	81 40.1 EKU	38 30.6	17 43.6 EU	21 22.8	16 41.0 EU	70 31.5	49 36.3 EU	22 36.1	102 36.8 EU	55 30.6	81 32.1	11 50.0 EU	18 31.0	45 38.8 EU	2 40.0	68 33.5	89 35.0 EU	148 34.8 EU	6 42.9	3 16.7
QUALIFIED (NEGATIVE) COMMENT	110 24.1	43 21.3	30 24.2	12 30.8	25 27.2	8 20.5	53 23.9	33 24.4	16 26.2	67 24.2	43 23.9	66 26.2	3 13.6	12 20.7	24 20.7	-	53 26.1	57 22.4	106 24.9	2 14.3	2 11.1
PASSENGERS ALREADY BOARD IN THE BACK	51 11.2 F	26 12.9 F	12 9.7	4 10.3	9 9.8	1 2.6	27 12.2 F	14 10.4 F	9 14.8 F	36 13.0 F	15 8.3	36 14.3 FKO	2 9.1	4 6.9	9 7.8	1 20.0	27 13.3 F	24 9.4 F	51 12.0 F	-	-
MAKE THE POLICY CLEAR/ CONSISTENT	21 4.6	10 5.0	4 3.2	1 2.6	6 6.5	-	9 4.1	7 5.2	5 8.2	16 5.8	5 2.8	12 4.8	1 4.5	5 8.6	5 4.3	-	11 5.4	10 3.9	21 4.9	-	-
ALREADY HAVE SCANNERS IN THE BACK OF BUSES	13 2.8	4 2.0	3 2.4	3 7.7	3 3.3	1 2.6	6 2.7	4 3.0	2 3.3	7 2.5	6 3.3	7 2.8	1 4.5	2 3.4	4 3.4	-	5 2.5	8 3.1	13 3.1	-	-
WORKS ON OTHER SYSTEMS	9 2.0	3 1.5	1 0.8	1 2.6	4 4.3	-	3 1.4	3 2.2	3 4.9	7 2.5	2 1.1	7 2.8	-	-	1 0.9	-	3 1.5	6 2.4	9 2.1	-	-
EASIER TO GET A SEAT	7 1.5	4 2.0	2 1.6	1 2.6	-	1 2.6	4 1.8	1 0.7	1 1.6	5 1.8	2 1.1	4 1.6	1 4.5	1 1.7	1 0.9	-	1 0.5	6 2.4	7 1.6	-	-
EASIER FOR DRIVER/CAN CONCENTRATE ON DRIVING	6 1.3	2 1.0	3 2.4	1 2.6	-	-	4 1.8	1 0.7	1 1.6	4 1.4	2 1.1	4 1.6	2 9.1	-	-	-	3 1.5	3 1.2	6 1.4	-	-
PREVENT MISSING THE BUS	4 0.9	3 1.5	-	-	1 1.1	-	-	2 1.5	2 3.3	3 1.1	1 0.6	3 1.2	-	-	1 0.9	-	1 0.5	3 1.2	4 0.9	-	-
OTHER	8 1.8	3 1.5	3 2.4	1 2.6	1 1.1	2 5.1	2 0.9	4 3.0	-	4 1.4	4 2.2	3 1.2	-	1 1.7	5 4.3	-	4 2.0	4 1.6	6 1.4	1 7.1	1 5.6

Q33POS. WHY IS THAT? (SUPPORT BACK DOOR BOARDING)

		HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
DON'T KNOW	10	2	4	1	3	-	7	2	1	3	7	2	-	3	4	1	1	9	7	3	-
	2.2	1.0	3.2	2.6	3.3		3.2	1.5	1.6	1.1	3.9	0.8		5.2	3.4	20.0	0.5	3.5	1.6	21.4	
	Q						Q				LQ							LQ			

2011 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q33NEG. WHY IS THAT? (OPPOSE BACK DOOR BOARDING)

		HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
BASE - OPPOSE BACK DOOR BOARDING	97 100.0	23 100.0	23 100.0	13 100.0	38 100.0	10 100.0	44 100.0	32 100.0	11 100.0	52 100.0	45 100.0	54 100.0	4 100.0	13 100.0	22 100.0	1 100.0	32 100.0	65 100.0	92 100.0	4 100.0	1 100.0
FARE EVASION	38 39.2	9 39.1	6 26.1	7 53.8	16 42.1	3 30.0	19 43.2	10 31.3	6 54.5	23 44.2	15 33.3	24 44.4	-	5 38.5	9 40.9	-	13 40.6	25 38.5	36 39.1	1 25.0	1 100.0 OQRST IJKLN *DEFGH
NEED A WAY TO MONITOR PAYMENT/HARD TO ENFORCE	20 20.6	5 21.7	5 21.7	-	10 26.3	1 10.0	10 22.7	5 15.6	4 36.4	12 23.1	8 17.8	12 22.2	-	-	6 27.3	-	11 34.4 R	9 13.8	20 21.7	-	-
EVERYONE SHOULD PAY FAIR SHARE/PEOPLE NOT HONEST	17 17.5	5 21.7	5 21.7	2 15.4	5 13.2	2 20.0	9 20.5	4 12.5	2 18.2	10 19.2	7 15.6	8 14.8	1 25.0	3 23.1	5 22.7	-	5 15.6	12 18.5	15 16.3	2 50.0	-
CONFUSES TRAFFIC FLOW/ DOESN'T LET PASSENGERS OFF FIRST	15 15.5	6 26.1 Q	3 13.0	2 15.4	4 10.5	3 30.0	7 15.9	4 12.5	1 9.1	9 17.3	6 13.3	8 14.8	1 25.0	3 23.1	3 13.6	1 100.0 OQRST JKLMN *EFGHI	2 6.3	13 20.0 Q	14 15.2	1 25.0	-
SAFETY ISSUES - CRIME, ROWDINESS, SHOVING, ETC.	12 12.4	-	2 8.7	4 30.8	6 15.8	1 10.0	5 11.4	6 18.8	-	7 13.5	5 11.1	8 14.8	-	2 15.4	1 4.5	-	4 12.5	8 12.3	12 13.0	-	-
DIFFICULT FOR DRIVER/ CAN'T CONTROL/KEEP TRACK OF PASSENGERS	11 11.3	3 13.0	3 13.0	3 23.1	2 5.3	2 20.0	5 11.4	4 12.5	-	6 11.5	5 11.1	7 13.0	1 25.0	1 7.7	3 13.6	-	4 12.5	7 10.8	11 12.0	-	-
PROBLEMS FOR ELDERLY/ DISABLED PASSENGERS	6 6.2	3 13.0	2 8.7	-	1 2.6	-	3 6.8	2 6.3	1 9.1	2 3.8	4 8.9	2 3.7	2 50.0	1 7.7	1 4.5	-	-	6 9.2	5 5.4	1 25.0	-
COST - MUNI LOSING FUNDS, HIGHER FARES, MEANS MORE EMPLOYEES	5 5.2	1 4.3	-	-	4 10.5	1 10.0	2 4.5	1 3.1	1 9.1	3 5.8	2 4.4	4 7.4	-	-	1 4.5	-	2 6.3	3 4.6	5 5.4	-	-
DON'T WANT/NEED CHANGES	3 3.1	-	-	1 7.7	2 5.3	-	-	2 6.3	1 9.1	1 1.9	2 4.4	2 3.7	-	1 7.7	-	-	1 3.1	2 3.1	3 3.3	-	-
QUALIFIED (POSITIVE) COMMENT	1 1.0	1 4.3	-	-	-	-	1 2.3	-	-	1 1.9	-	-	-	1 7.7	-	-	1 3.1	-	1 1.1	-	-

Q33NEG. WHY IS THAT? (OPPOSE BACK DOOR BOARDING)

		HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
OTHER	3	1	1	1	-	-	2	1	-	1	2	1	-	1	-	-	1	2	3	-	-
	3.1	4.3	4.3	7.7			4.5	3.1		1.9	4.4	1.9		7.7			3.1	3.1	3.3		
DON'T KNOW	2	-	1	-	1	-	1	1	-	1	1	1	-	-	1	-	-	2	2	-	-
	2.1		4.3		2.6		2.3	3.1		1.9	2.2	1.9			4.5			3.1	2.2		

2011 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q34. WHEN YOU USE MUNI, WHAT IS THE MAIN PURPOSE OF THE TRIPS YOU MAKE? (MULTIPLE RESPONSES ACCEPTED)

		HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
BASE - ALL RESPONDENTS	582	233	156	53	140	50	282	175	75	339	243	316	27	78	147	7	244	338	537	24	21
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
COMMUTE TO WORK	278	180	63	14	21	25	125	88	40	187	91	149	10	46	69	2	127	151	250	17	11
	47.8	77.3	40.4	26.4	15.0	50.0	44.3	50.3	53.3	55.2	37.4	47.2	37.0	59.0	46.9	28.6	52.0	44.7	46.6	70.8	52.4
	DEK	PQRSU KLMNO *FGHIJ	E			DE	DE	DEK	DEK	GKLRS ACDE	E	DEK	E	GKMRS CDE	DE		CDEK	DE	DEK	MOPRS EGHKL ACD	DE
SHOPPING	151	48	48	14	41	14	76	49	12	69	82	64	5	32	42	2	46	105	124	17	10
	25.9	20.6	30.8	26.4	29.3	28.0	27.0	28.0	16.0	20.4	33.7	20.3	18.5	41.0	28.6	28.6	18.9	31.1	23.1	70.8	47.6
	IJLQ		BIJLQ		IJLQ		IQ	IQ			IJLQS AB			JLMQS ABGHI	IQ			IJLQS B		OPQRS JKLMN *EFGHI	JLMQS ABI
RECREATION/ENTERTAINMENT/ RESTAURANT	147	34	48	17	48	12	73	45	17	88	59	85	4	17	33	1	62	85	141	1	5
	25.3	14.6	30.8	32.1	34.3	24.0	25.9	25.7	22.7	26.0	24.3	26.9	14.8	21.8	22.4	14.3	25.4	25.1	26.3	4.2	23.8
	BT	T	BMT	BT	MNORT ABK	T	BT	BT	T	BT	BT	BT		T	T		BT	BT	BT		
PERSONAL BUSINESS (APPOINTMENTS, ETC.)	142	38	44	18	42	13	69	42	18	81	61	80	9	15	32	-	50	92	132	1	9
	24.4	16.3	28.2	34.0	30.0	26.0	24.5	24.0	24.0	23.9	25.1	25.3	33.3	19.2	21.8		20.5	27.2	24.6	4.2	42.9
	BT	T	BT	BT	BQT	T	BT	T	T	BT	BT	BT	T	T	T		T	BT	BT		BNQT
MEDICAL	100	27	37	10	26	11	50	31	8	34	66	37	6	26	27	3	35	65	73	19	8
	17.2	11.6	23.7	18.9	18.6	22.0	17.7	17.7	10.7	10.0	27.2	11.7	22.2	33.3	18.4	42.9	14.3	19.2	13.6	79.2	38.1
	BJL		IJLQS B		J	J	BJL	J			LOQRS EGHIJ AB			LOQRS EGHIJ AB	J			BIJLS		OQRSU JKLMN *EFGHI	IJLQS B
VISIT FRIENDS OR FAMILY	71	24	24	5	18	10	38	18	5	36	35	28	4	10	27	3	32	39	64	1	6
	12.2	10.3	15.4	9.4	12.9	20.0	13.5	10.3	6.7	10.6	14.4	8.9	14.8	12.8	18.4	42.9	13.1	11.5	11.9	4.2	28.6
			ILT			IT	T				ILT				HIJLT B	T					ILT
SCHOOL/UNIVERSITY	62	39	16	2	5	6	33	20	3	31	31	18	4	10	29	-	27	35	52	3	7
	10.7	16.7	10.3	3.8	3.6	12.0	11.7	11.4	4.0	9.1	12.8	5.7	14.8	12.8	19.7		11.1	10.4	9.7	12.5	33.3
	DEIL	IJLRS ADE	E				DEIL	DEIL		E	DEIL			DEI	JLQRS DEGHI AC		DEIL	DEIL	DEIL		JLQRS DEGHI AC
WORK-RELATED BUSINESS	37	12	10	2	13	6	16	14	1	30	7	24	-	3	8	-	18	19	36	-	1
	6.4	5.2	6.4	3.8	9.3	12.0	5.7	8.0	1.3	8.8	2.9	7.6		3.8	5.4		7.4	5.6	6.7		4.8
	IK		I		IK	I	I	IK		IK		IK					IK	I	IK		

Q34. WHEN YOU USE MUNI, WHAT IS THE MAIN PURPOSE OF THE TRIPS YOU MAKE? (MULTIPLE RESPONSES ACCEPTED)

		HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
CHURCH	7	1	3	2	1	-	4	3	-	-	7	1	-	1	4	-	1	6	5	1	1
	1.2	0.4	1.9	3.8	0.7		1.4	1.7			2.9	0.3		1.3	2.7		0.4	1.8	0.9	4.2	4.8
											BLQ										
CONNECT TO OTHER TRANSIT	5	1	3	-	1	-	2	1	2	4	1	2	-	-	3	-	4	1	5	-	-
	0.9	0.4	1.9		0.7		0.7	0.6	2.7	1.2	0.4	0.6			2.0		1.6	0.3	0.9		
VOLUNTEER	4	-	2	1	1	-	3	1	-	3	1	3	-	1	-	-	2	2	4	-	-
	0.7		1.3	1.9	0.7		1.1	0.6		0.9	0.4	0.9		1.3			0.8	0.6	0.7		
OTHER	1	1	-	-	-	1	-	-	-	1	-	-	-	1	1	-	1	-	1	-	-
	0.2	0.4				2.0				0.3				1.3	0.7		0.4		0.2		
DON'T KNOW/REFUSED	8	3	1	-	4	-	5	3	-	5	3	3	1	1	1	-	4	4	8	-	-
	1.4	1.3	0.6		2.9		1.8	1.7		1.5	1.2	0.9	3.7	1.3	0.7		1.6	1.2	1.5		

2011 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q35. FOR STATISTICAL PURPOSES ONLY, WHAT IS YOUR HOME ZIP CODE?

		HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
BASE - ALL RESPONDENTS	582	233	156	53	140	50	282	175	75	339	243	316	27	78	147	7	244	338	537	24	21
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
94102	19	6	4	6	3	1	12	5	1	4	15	10	3	1	5	-	10	9	17	-	2
	3.3	2.6	2.6	11.3	2.1	2.0	4.3	2.9	1.3	1.2	6.2	3.2	11.1	1.3	3.4		4.1	2.7	3.2		9.5
	J			EIJN			J				EIJNR						J		J		
94103	16	6	9	1	-	-	8	5	3	10	6	10	-	3	4	-	10	6	15	1	-
	2.7	2.6	5.8	1.9			2.8	2.9	4.0	2.9	2.5	3.2		3.8	2.7		4.1	1.8	2.8	4.2	
			R																		
94105	1	-	-	-	1	-	1	-	-	1	-	-	-	-	-	-	-	1	1	-	-
	0.2				0.7		0.4			0.3								0.3	0.2		
94107	15	4	2	2	7	1	10	2	2	13	2	13	-	-	1	-	6	9	15	-	-
	2.6	1.7	1.3	3.8	5.0	2.0	3.5	1.1	2.7	3.8	0.8	4.1			0.7		2.5	2.7	2.8		
	KO				KO		KO			HKO		CHKO							KO		
94108	9	4	2	1	2	-	7	2	-	4	5	5	-	1	3	-	2	7	8	-	1
	1.5	1.7	1.3	1.9	1.4		2.5	1.1		1.2	2.1	1.6		1.3	2.0		0.8	2.1	1.5		4.8
94109	38	18	14	1	5	7	17	9	5	23	15	27	1	2	5	-	12	26	37	-	1
	6.5	7.7	9.0	1.9	3.6	14.0	6.0	5.1	6.7	6.8	6.2	8.5	3.7	2.6	3.4		4.9	7.7	6.9		4.8
	D	DN	DNO			DENO				D		DENO						DNO	DN		
94110	52	25	13	6	8	2	19	22	9	29	23	20	-	17	9	2	22	30	46	5	1
	8.9	10.7	8.3	11.3	5.7	4.0	6.7	12.6	12.0	8.6	9.5	6.3		21.8	6.1	28.6	9.0	8.9	8.6	20.8	4.8
								EFGLO						OQRSU							
														FGJKL							
														ABCE							
94111	3	-	2	1	-	-	2	-	1	1	2	2	-	1	-	-	1	2	2	1	-
	0.5		1.3	1.9			0.7		1.3	0.3	0.8	0.6		1.3			0.4	0.6	0.4	4.2	
94112	46	15	15	4	12	6	23	13	4	21	25	7	-	17	21	1	16	30	32	12	2
	7.9	6.4	9.6	7.5	8.6	12.0	8.2	7.4	5.3	6.2	10.3	2.2		21.8	14.3	14.3	6.6	8.9	6.0	50.0	9.5
	L	L	L		L	L	L	L		L	LS			KLQRS	IJLQS		L	L	L	PQRSU	
														EGHIJ	AB					JKLNO	
														ABCD						*EFGHI	
94114	40	15	11	1	13	5	15	12	8	29	11	36	1	1	3	-	28	12	40	-	-
	6.9	6.4	7.1	1.9	9.3	10.0	5.3	6.9	10.7	8.6	4.5	11.4	3.7	1.3	2.0		11.5	3.6	7.4		
	DNOR	NO	NO		DNOR	N	N	NO	DNO	DKNOR		GKNOR					GKNOR		DNOR		
												ABD					AD				

Q35. FOR STATISTICAL PURPOSES ONLY, WHAT IS YOUR HOME ZIP CODE?

		HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
94115	18	9	4	2	3	3	8	7	-	6	12	8	4	1	5	1	11	7	17	1	-
	3.1	3.9	2.6	3.8	2.1	6.0	2.8	4.0		1.8	4.9	2.5	14.8	1.3	3.4	14.3	4.5	2.1	3.2	4.2	
											J										
94116	37	14	9	2	12	1	15	14	7	23	14	22	-	1	15	1	9	28	32	-	5
	6.4	6.0	5.8	3.8	8.6	2.0	5.3	8.0	9.3	6.8	5.8	7.0		1.3	10.2	14.3	3.7	8.3	6.0		23.8
	N	N	N		FN		N	FN	N	FN	N	FN			FNQ			FNQ	N		DFGNQ
94117	40	21	10	3	6	7	4	23	6	29	11	28	3	2	5	1	21	19	38	1	1
	6.9	9.0	6.4	5.7	4.3	14.0	1.4	13.1	8.0	8.6	4.5	8.9	11.1	2.6	3.4	14.3	8.6	5.6	7.1	4.2	4.8
	GN	GNO	G			GNO		KNORS	G	GKNO	G	GKNO					GNO	G	GNO		
								ACEG													
94118	35	16	6	4	9	1	21	10	3	22	13	21	2	-	11	1	14	21	34	-	1
	6.0	6.9	3.8	7.5	6.4	2.0	7.4	5.7	4.0	6.5	5.3	6.6	7.4		7.5	14.3	5.7	6.2	6.3		4.8
							F														
94121	27	7	10	2	8	2	19	4	2	19	8	14	-	2	11	-	9	18	26	-	1
	4.6	3.0	6.4	3.8	5.7	4.0	6.7	2.3	2.7	5.6	3.3	4.4		2.6	7.5		3.7	5.3	4.8		4.8
							BH			H					H						
94122	31	12	4	2	13	3	16	9	3	16	15	16	1	2	9	-	14	17	30	-	1
	5.3	5.2	2.6	3.8	9.3	6.0	5.7	5.1	4.0	4.7	6.2	5.1	3.7	2.6	6.1		5.7	5.0	5.6		4.8
					CN																
94123	24	3	10	3	8	2	17	3	2	16	8	19	-	-	4	-	7	17	24	-	-
	4.1	1.3	6.4	5.7	5.7	4.0	6.0	1.7	2.7	4.7	3.3	6.0			2.7		2.9	5.0	4.5		
	B		BH		B		BH			BH		BH						BH	BH		
94124	21	15	2	-	4	-	8	10	3	12	9	3	5	9	5	-	11	10	18	2	1
	3.6	6.4	1.3		2.9		2.8	5.7	4.0	3.5	3.7	0.9	18.5	11.5	3.4		4.5	3.0	3.4	8.3	4.8
	L	CL						CL		L	L		JLORS	KLORS			CL		L		
													ACEG	ACEGJ							
94127	15	3	6	1	5	1	8	4	2	7	8	9	-	2	3	-	3	12	15	-	-
	2.6	1.3	3.8	1.9	3.6	2.0	2.8	2.3	2.7	2.1	3.3	2.8		2.6	2.0		1.2	3.6	2.8		
94130	2	2	-	-	-	-	1	-	1	2	-	2	-	1	-	-	1	1	2	-	-
	0.3	0.9					0.4		1.3	0.6		0.6		1.3			0.4	0.3	0.4		
94131	15	6	3	2	4	1	7	4	3	13	2	10	-	3	1	-	9	6	14	-	1
	2.6	2.6	1.9	3.8	2.9	2.0	2.5	2.3	4.0	3.8	0.8	3.2		3.8	0.7		3.7	1.8	2.6		4.8
	KO									KO		KO					KO		KO		

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Q35. FOR STATISTICAL PURPOSES ONLY, WHAT IS YOUR HOME ZIP CODE?

		HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
94132	28	11	8	2	7	3	15	8	2	14	14	11	3	4	9	-	11	17	27	-	1
	4.8	4.7	5.1	3.8	5.0	6.0	5.3	4.6	2.7	4.1	5.8	3.5	11.1	5.1	6.1		4.5	5.0	5.0		4.8
94133	19	5	6	4	4	-	13	2	4	13	6	15	-	1	4	-	4	15	19	-	-
	3.3	2.1	3.8	7.5	2.9		4.6	1.1	5.3	3.8	2.5	4.7		1.3	2.7		1.6	4.4	3.5		
							HQ			H		HNQ						HQ	H		
94134	21	10	5	3	3	4	9	6	2	6	15	6	3	5	9	-	9	12	18	1	2
	3.6	4.3	3.2	5.7	2.1	8.0	3.2	3.4	2.7	1.8	6.2	1.9	11.1	6.4	6.1		3.7	3.6	3.4	4.2	9.5
											EJL				JL						
DON'T KNOW/REFUSED	10	6	1	-	3	-	7	1	2	6	4	2	1	2	5	-	4	6	10	-	-
	1.7	2.6	0.6		2.1		2.5	0.6	2.7	1.8	1.6	0.6	3.7	2.6	3.4		1.6	1.8	1.9		

Q36. WHAT ETHNIC GROUP DO YOU CONSIDER YOURSELF A MEMBER OF? (MULTIPLE RESPONSES ACCEPTED)

		HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
BASE - ALL RESPONDENTS	582 100.0	233 100.0	156 100.0	53 100.0	140 100.0	50 100.0	282 100.0	175 100.0	75 100.0	339 100.0	243 100.0	316 100.0	27 100.0	78 100.0	147 100.0	7 100.0	244 100.0	338 100.0	537 100.0	24 100.0	21 100.0
WHITE	316 54.3 KMNOP	118 50.6 KMNOP	80 51.3 KMNOP	33 62.3 KMNOP	85 60.7 MNOPR K	26 52.0 MNOP	155 55.0 KMNOP	92 52.6 KMNOP	43 57.3 KMNOP	217 64.0 MNOPR BCGHK A	99 40.7 MNO	316 100.0 OPQRS IJKMN *DEFGH	3 11.1	5 6.4	2 1.4	1 14.3	150 61.5 MNOPR BCK	166 49.1 KMNOP	316 58.8 MNOPR BK	-	-
ASIAN/PACIFIC ISLANDER	147 25.3 LNQ	64 27.5 LNQ	39 25.0 LN	12 22.6 LN	32 22.9 LN	11 22.0 LN	76 27.0 LNQ	38 21.7 LN	22 29.3 LN	72 21.2 LN	75 30.9 JLNQS H	2 0.6	-	3 3.8	147 100.0 NPQRS HIJKL *CDEFG	1 14.3	45 18.4 LN	102 30.2 JLNQS H	126 23.5 LN	-	21 100.0 NPQRS HIJKL *CDEFG
HISPANIC/LATINO	78 13.4 LMO	38 16.3 JLMOS E	21 13.5 LMO	6 11.3 LO	13 9.3 LO	9 18.0 LMO	31 11.0 LO	31 17.7 JLMOS E	7 9.3 LO	35 10.3 LO	43 17.7 JLMOS EGI	5 1.6	1 3.7	78 100.0 OPQRS IJKLM *DEFGH	3 2.0	1 14.3	32 13.1 LMO	46 13.6 LMO	54 10.1 LO	24 100.0 OPQRS IJKLM *DEFGH	-
AFRICAN AMERICAN	27 4.6 JLN	11 4.7 L	10 6.4 JLN	2 3.8	4 2.9	2 4.0	13 4.6 L	10 5.7 LN	2 2.7	7 2.1	20 8.2 EIJLN	3 0.9	27 100.0 NPQRS HIJKL *CDEFG	1 1.3	-	1 14.3	12 4.9 L	15 4.4 L	27 5.0 JLN	-	-
NATIVE AMERICAN	4 0.7	1 0.4	1 0.6	-	2 1.4	1 2.0	2 0.7	1 0.6	-	3 0.9	1 0.4	1 0.3	-	1 1.3	-	4 57.1 LNQRS FGHJK ABCE	3 1.2	1 0.3	4 0.7	-	-
MIXED UNSPECIFIED	3 0.5	2 0.9	-	1 1.9	-	1 2.0	1 0.4	-	1 1.3	-	3 1.2	-	1 3.7	-	1 0.7	3 42.9 MOQRS DFGIK AB	1 0.4	2 0.6	3 0.6	-	-
REFUSED	24 4.1	9 3.9	7 4.5	1 1.9	7 5.0	2 4.0	10 3.5	10 5.7	2 2.7	16 4.7	8 3.3	-	-	-	-	-	9 3.7	15 4.4	24 4.5	-	-

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Q37. WHAT IS THE PRIMARY LANGUAGE SPOKEN IN YOUR HOUSEHOLD?

		HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
BASE - ALL RESPONDENTS	582	233	156	53	140	50	282	175	75	339	243	316	27	78	147	7	244	338	537	24	21
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
ENGLISH	456	171	121	43	121	39	213	141	63	302	154	303	26	38	77	6	205	251	456	-	-
	78.4	73.4	77.6	81.1	86.4	78.0	75.5	80.6	84.0	89.1	63.4	95.9	96.3	48.7	52.4	85.7	84.0	74.3	84.9		
	KNO	KNO	KNO	KNO	GKNOR ABC	KNO	KNO	KNO	BKNOR	HKNOR ABCG	NO	NOQRS GHIJK *BCDEF	NOQRS FGHIK ABCDE			NO	GKNOR B	KNO	GKNOR ABC		
CHINESE	50	31	9	2	8	2	33	11	4	14	36	-	-	1	50	-	13	37	29	-	21
	8.6	13.3	5.8	3.8	5.7	4.0	11.7	6.3	5.3	4.1	14.8			1.3	34.0		5.3	10.9	5.4		100.0
	JNS	IJNQS CDEFH	N				IJNQS CDEFH	N			IJNQS CDEFH A				KNQRS FGHIJ ABCDE		N	FJNQS CDE	N		NOQRS GHIJK *BCDEF
SPANISH	40	15	17	5	3	5	15	17	3	12	28	-	-	38	1	-	12	28	16	24	-
	6.9	6.4	10.9	9.4	2.1	10.0	5.3	9.7	4.0	3.5	11.5			48.7	0.7		4.9	8.3	3.0	100.0	
	EJOS	EO	IJOQS EG	O		O	O	EJOS		O	IJOQS AEG			KOQRS FGHIJ ABCDE			O	EJOS	O	NOQRS GHIJK *BCDEF	
TAGALOG	12	4	4	1	3	1	7	2	2	1	11	1	-	-	11	-	4	8	12	-	-
	2.1	1.7	2.6	1.9	2.1	2.0	2.5	1.1	2.7	0.3	4.5	0.3			7.5		1.6	2.4	2.2		
	JL						JL				HJL				JLQRS ABEGH			JL	JL		
JAPANESE	4	1	1	1	1	-	1	1	2	3	1	1	-	-	3	-	1	3	4	-	-
	0.7	0.4	0.6	1.9	0.7		0.4	0.6	2.7	0.9	0.4	0.3			2.0		0.4	0.9	0.7		
ARABIC	3	1	1	-	1	-	3	-	-	1	2	1	-	-	-	1	2	1	3	-	-
	0.5	0.4	0.6		0.7		1.1			0.3	0.8	0.3				14.3	0.8	0.3	0.6		
RUSSIAN	2	1	-	-	1	1	1	-	-	1	1	2	-	-	-	-	1	1	2	-	-
	0.3	0.4			0.7	2.0	0.4			0.3	0.4	0.6					0.4	0.3	0.4		
FRENCH	2	1	1	-	-	-	1	1	-	-	2	2	-	-	-	-	1	1	2	-	-
	0.3	0.4	0.6				0.4	0.6			0.8	0.6					0.4	0.3	0.4		
HINDI	2	2	-	-	-	-	2	-	-	1	1	-	-	-	2	-	1	1	2	-	-
	0.3	0.9					0.7			0.3	0.4				1.4		0.4	0.3	0.4		
ITALIAN	1	1	-	-	-	-	1	-	-	1	-	1	-	-	-	-	-	1	1	-	-
	0.2	0.4					0.4			0.3		0.3						0.3	0.2		

Q37. WHAT IS THE PRIMARY LANGUAGE SPOKEN IN YOUR HOUSEHOLD?

		HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
GERMAN	1 0.2	-	1 0.6	-	-	-	-	-	1 1.3	-	1 0.4	1 0.3	-	-	-	-	-	1 0.3	1 0.2	-	-
UKRANIAN	1 0.2	1 0.4	-	-	-	1 2.0	-	-	-	-	1 0.4	1 0.3	-	-	-	-	-	1 0.3	1 0.2	-	-
ROMANIAN	1 0.2	1 0.4	-	-	-	-	1 0.4	-	-	-	1 0.4	1 0.3	-	-	-	-	1 0.4	-	1 0.2	-	-
MONGOLIAN	1 0.2	-	1 0.6	-	-	-	1 0.4	-	-	1 0.3	-	-	-	-	1 0.7	-	-	1 0.3	1 0.2	-	-
FARSI	1 0.2	1 0.4	-	-	-	-	-	1 0.6	-	1 0.3	-	1 0.3	-	-	-	-	-	1 0.3	1 0.2	-	-
KOREAN	1 0.2	-	-	-	1 0.7	-	1 0.4	-	-	-	1 0.4	-	-	-	1 0.7	-	1 0.4	-	1 0.2	-	-
DON'T KNOW/REFUSED	4 0.7	2 0.9	-	1 1.9	1 0.7	1 2.0	2 0.7	1 0.6	-	1 0.3	3 1.2	1 0.3	1 3.7	1 1.3	1 0.7	-	2 0.8	2 0.6	4 0.7	-	-

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Q38. WHAT IS YOUR APPROXIMATE ANNUAL HOUSEHOLD INCOME (BEFORE TAXES)?

		HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
BASE - ALL RESPONDENTS	582	233	156	53	140	50	282	175	75	339	243	316	27	78	147	7	244	338	537	24	21
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
UNDER $7,500	26	11	6	6	3	2	17	6	1	14	12	10	4	2	11	1	10	16	26	-	-
	4.5	4.7	3.8	11.3	2.1	4.0	6.0	3.4	1.3	4.1	4.9	3.2	14.8	2.6	7.5	14.3	4.1	4.7	4.8		
	I			EI			EI								EI				I		
$7,500 TO $15,000	38	10	13	4	11	-	25	11	2	16	22	18	4	4	12	1	18	20	33	2	3
	6.5	4.3	8.3	7.5	7.9		8.9	6.3	2.7	4.7	9.1	5.7	14.8	5.1	8.2	14.3	7.4	5.9	6.1	8.3	14.3
			I				BIJ				BIJ										
$15,001 TO $22,000	30	15	10	2	3	7	13	9	1	10	20	10	1	5	13	-	10	20	24	2	4
	5.2	6.4	6.4	3.8	2.1	14.0	4.6	5.1	1.3	2.9	8.2	3.2	3.7	6.4	8.8		4.1	5.9	4.5	8.3	19.0
	EI	EI	I			EIJL					EIJL				EIJL			EI	I		I
$22,001 TO $29,000	31	15	13	1	2	-	15	12	4	15	16	9	1	7	12	-	13	18	26	3	2
	5.3	6.4	8.3	1.9	1.4		5.3	6.9	5.3	4.4	6.6	2.8	3.7	9.0	8.2		5.3	5.3	4.8	12.5	9.5
	E	E	DEL				E	E		E	EL			E	DEL		E	E	E		
$29,001 TO $36,500	17	8	6	1	2	1	8	5	3	5	12	5	1	10	1	-	7	10	14	3	-
	2.9	3.4	3.8	1.9	1.4	2.0	2.8	2.9	4.0	1.5	4.9	1.6	3.7	12.8	0.7		2.9	3.0	2.6	12.5	
	O	O									EJLO			LOQRS				O	O		
														FGHIJ							
														ABCDE							
$36,501 TO $44,000	27	15	6	1	5	1	18	6	2	13	14	12	3	3	8	-	9	18	21	1	5
	4.6	6.4	3.8	1.9	3.6	2.0	6.4	3.4	2.7	3.8	5.8	3.8	11.1	3.8	5.4		3.7	5.3	3.9	4.2	23.8
																					LNQRS
																					EFHIJ
																					ACD
$44,001 TO $51,500	27	13	9	2	3	7	9	8	3	12	15	17	-	6	5	-	16	11	25	1	1
	4.6	5.6	5.8	3.8	2.1	14.0	3.2	4.6	4.0	3.5	6.2	5.4		7.7	3.4		6.6	3.3	4.7	4.2	4.8
						EGJOR					E						E				
$51,501 TO $59,000	15	6	1	-	8	3	8	4	-	7	8	8	1	1	5	-	4	11	11	-	4
	2.6	2.6	0.6		5.7	6.0	2.8	2.3		2.1	3.3	2.5	3.7	1.3	3.4		1.6	3.3	2.0		19.0
	C				C						C							C			CJNQS
$59,001 TO $66,500	14	8	-	1	5	2	8	4	-	10	4	7	1	2	3	1	5	9	14	-	-
	2.4	3.4		1.9	3.6	4.0	2.8	2.3		2.9	1.6	2.2	3.7	2.6	2.0	14.3	2.0	2.7	2.6		

Q38. WHAT IS YOUR APPROXIMATE ANNUAL HOUSEHOLD INCOME (BEFORE TAXES)?

		HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
$66,501 TO $75,000	25	10	8	1	6	2	12	9	2	16	9	16	1	3	6	-	10	15	25	-	-
	4.3	4.3	5.1	1.9	4.3	4.0	4.3	5.1	2.7	4.7	3.7	5.1	3.7	3.8	4.1		4.1	4.4	4.7		
$75,001 TO $100,000	52	22	11	4	15	4	17	19	12	41	11	37	2	2	11	1	20	32	52	-	-
	8.9	9.4	7.1	7.5	10.7	8.0	6.0	10.9	16.0	12.1	4.5	11.7	7.4	2.6	7.5	14.3	8.2	9.5	9.7		
	KN	KN			KN			KN	GKN	GKN		GKN					N	KN	KN		
$100,001 OR HIGHER	145	58	31	16	40	12	64	45	24	115	30	107	2	6	29	2	78	67	145	-	-
	24.9	24.9	19.9	30.2	28.6	24.0	22.7	25.7	32.0	33.9	12.3	33.9	7.4	7.7	19.7	28.6	32.0	19.8	27.0		
	KMN	KMN	KMN	KMN	KMNR	MN	KMN	KMN	KMNR	MNORS		MNORS			MN		KMNOR	KMN	KMNR		
										BCGHK		ABCGK					ACG				
										A											
REFUSED	112	32	36	10	34	6	59	30	17	58	54	55	2	17	28	-	35	77	105	5	2
	19.2	13.7	23.1	18.9	24.3	12.0	20.9	17.1	22.7	17.1	22.2	17.4	7.4	21.8	19.0		14.3	22.8	19.6	20.8	9.5
	BM		BMQ		BFMQU		BMQ		M		BMQ			M				BFMQ	BM		
DON'T KNOW	23	10	6	4	3	3	9	7	4	7	16	5	4	10	3	1	9	14	16	7	-
	4.0	4.3	3.8	7.5	2.1	6.0	3.2	4.0	5.3	2.1	6.6	1.6	14.8	12.8	2.0	14.3	3.7	4.1	3.0	29.2	
	L										EJLOS			LOQRS				L		LOQRS	
														CEGHJ						GHIJK	
														AB						*BCDEF	

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Q39A. IN TOTAL, HOW MANY PEOPLE LIVE IN YOUR HOUSEHOLD?

		HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
BASE - ALL RESPONDENTS	582 100.0	233 100.0	156 100.0	53 100.0	140 100.0	50 100.0	282 100.0	175 100.0	75 100.0	339 100.0	243 100.0	316 100.0	27 100.0	78 100.0	147 100.0	7 100.0	244 100.0	338 100.0	537 100.0	24 100.0	21 100.0
1 PERSON	153 26.3 NO	59 25.3 NO	53 34.0 NORTU E	13 24.5	28 20.0	15 30.0 NO	71 25.2 NO	46 26.3 NO	21 28.0 NO	86 25.4 NO	67 27.6 NO	105 33.2 NORTU ABEGJ	8 29.6	11 14.1	23 15.6	-	72 29.5 ENO	81 24.0 NO	146 27.2 NO	4 16.7	3 14.3
2 PEOPLE	157 27.0 NT	59 25.3 T	36 23.1 T	19 35.8 KNT	43 30.7 KNT	12 24.0	80 28.4 NT	43 24.6 T	22 29.3 T	105 31.0 KNOT	52 21.4 T	104 32.9 HKNOT C	6 22.2	13 16.7	32 21.8 T	1 14.3	68 27.9 NT	89 26.3 NT	150 27.9 KNT	2 8.3	5 23.8
3 PEOPLE	98 16.8	41 17.6	27 17.3	9 17.0	21 15.0	7 14.0	48 17.0	34 19.4	9 12.0	64 18.9	34 14.0	54 17.1	9 33.3 IKO	18 23.1	19 12.9	3 42.9	44 18.0	54 16.0	89 16.6	4 16.7	5 23.8
4 PEOPLE	82 14.1 M	32 13.7 M	16 10.3	6 11.3	28 20.0 CJLM	8 16.0	41 14.5 M	22 12.6 M	11 14.7 M	42 12.4 M	40 16.5 M	35 11.1	1 3.7	10 12.8	34 23.1 MNQRS DGHJL ABC	-	31 12.7 M	51 15.1 M	75 14.0 M	3 12.5	4 19.0
5 PEOPLE	42 7.2 L	16 6.9 L	12 7.7 L	2 3.8	12 8.6 L	4 8.0	19 6.7 L	15 8.6 L	4 5.3	21 6.2 L	21 8.6 L	7 2.2	2 7.4	12 15.4 IJLQS DG	19 12.9 IJLQS DG	2 28.6	12 4.9	30 8.9 L	34 6.3 L	6 25.0 IJLQS ABDG	2 9.5
6-9 PEOPLE	31 5.3 EL	17 7.3 EL	8 5.1	4 7.5	2 1.4	3 6.0	14 5.0 E	8 4.6	6 8.0 E	14 4.1	17 7.0 EL	7 2.2	-	10 12.8 HJLQS EG	14 9.5 EJL	1 14.3	11 4.5	20 5.9 EL	25 4.7 EL	5 20.8 EJL	1 4.8
10 OR MORE PEOPLE	2 0.3	1 0.4	-	-	1 0.7	1 2.0	-	-	1 1.3	2 0.6	-	-	-	1 1.3	1 0.7	-	1 0.4	1 0.3	2 0.4	-	-
MEAN (AVERAGE) NUMBER OF PEOPLE IN HOUSEHOLD	2.70	2.80	2.51	2.58	2.77	2.98	2.64	2.66	2.80	2.63	2.79	2.22	2.35	3.56	3.38	3.86	2.54	2.81	2.63	3.83	3.00
DON'T KNOW/REFUSED	17 2.9	8 3.4	4 2.6	-	5 3.6	-	9 3.2	7 4.0	1 1.3	5 1.5	12 4.9 JL	4 1.3	1 3.7	3 3.8	5 3.4	-	5 2.0	12 3.6	16 3.0	-	1 4.8

Q39B. AND HOW MANY ARE UNDER AGE 18?

		HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
BASE - 2 OR MORE PEOPLE IN HOUSEHOLD	412 100.0	166 100.0	99 100.0	40 100.0	107 100.0	35 100.0	202 100.0	122 100.0	53 100.0	248 100.0	164 100.0	207 100.0	18 100.0	64 100.0	119 100.0	7 100.0	167 100.0	245 100.0	375 100.0	20 100.0	17 100.0
NONE	252 61.2	101 60.8	62 62.6	29 72.5 HNOTU	60 56.1	19 54.3	130 64.4 OT	68 55.7	35 66.0 T	157 63.3 OT	95 57.9	144 69.6 NORTU AEHK	11 61.1	33 51.6	62 52.1	3 42.9	111 66.5 NOTU	141 57.6	237 63.2 OT	8 40.0	7 41.2
1 CHILD	82 19.9	39 23.5	16 16.2	5 12.5	22 20.6	11 31.4 D	34 16.8	28 23.0	9 17.0	50 20.2	32 19.5	34 16.4	5 27.8	18 28.1 D	26 21.8	1 14.3	33 19.8	49 20.0	74 19.7	4 20.0	4 23.5
2 CHILDREN	56 13.6	19 11.4	14 14.1	4 10.0	19 17.8 FQ	2 5.7	28 13.9	19 15.6	7 13.2	31 12.5	25 15.2 F	22 10.6	2 11.1	7 10.9	25 21.0 FJLQS B	1 14.3	15 9.0	41 16.7 FQ	46 12.3	4 20.0	6 35.3 FLNQS BD
3 CHILDREN	17 4.1	5 3.0	5 5.1	1 2.5	6 5.6	2 5.7	8 4.0	5 4.1	2 3.8	8 3.2	9 5.5	5 2.4	-	4 6.3	6 5.0	2 28.6	8 4.8	9 3.7	14 3.7	3 15.0	-
4 OR MORE CHILDREN	5 1.2	2 1.2	2 2.0	1 2.5	-	1 2.9	2 1.0	2 1.6	-	2 0.8	3 1.8	2 1.0	-	2 3.1	-	-	-	5 2.0	4 1.1	1 5.0	-
MEAN (AVERAGE) NUMBER OF CHILDREN	1.7	1.6	1.8	1.8	1.7	1.6	1.7	1.6	1.6	1.6	1.8	1.6	1.3	1.7	1.6	2.3	1.6	1.7	1.6	2.1	1.6

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Q40. DO YOU HAVE A DISABILITY OR HEALTH CONDITION THAT AFFECTS THE TRAVEL CHOICES YOU MAKE FOR TRIPS WITHIN SAN FRANCISCO?

		HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
BASE - ALL RESPONDENTS	582	233	156	53	140	50	282	175	75	339	243	316	27	78	147	7	244	338	537	24	21
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
YES	69	28	18	7	16	7	31	25	6	32	37	33	10	7	15	2	24	45	65	4	-
	11.9	12.0	11.5	13.2	11.4	14.0	11.0	14.3	8.0	9.4	15.2	10.4	37.0	9.0	10.2	28.6	9.8	13.3	12.1	16.7	
											J		NOQRS HIJKL *CDEFG								
NO	505	201	136	46	122	43	246	147	69	303	202	281	16	69	130	5	216	289	464	20	21
	86.8	86.3	87.2	86.8	87.1	86.0	87.2	84.0	92.0	89.4	83.1	88.9	59.3	88.5	88.4	71.4	88.5	85.5	86.4	83.3	100.0
	M	M	M	M	M	M	M	M	KM	KM	M	M		M	M		M	M	M	M	OQRST JKLMN *EFGHI
DON'T KNOW	1	-	1	-	-	-	1	-	-	-	1	-	-	-	1	-	1	-	1	-	-
	0.2		0.6				0.4				0.4				0.7		0.4		0.2		
REFUSED	7	4	1	-	2	-	4	3	-	4	3	2	1	2	1	-	3	4	7	-	-
	1.2	1.7	0.6		1.4		1.4	1.7		1.2	1.2	0.6	3.7	2.6	0.7		1.2	1.2	1.3		

Q41. GENDER

		HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
BASE - ALL RESPONDENTS	582 100.0	233 100.0	156 100.0	53 100.0	140 100.0	50 100.0	282 100.0	175 100.0	75 100.0	339 100.0	243 100.0	316 100.0	27 100.0	78 100.0	147 100.0	7 100.0	244 100.0	338 100.0	537 100.0	24 100.0	21 100.0
MALE	244 41.9 OU	108 46.4 KOTU	62 39.7 U	23 43.4 U	51 36.4 U	25 50.0 OTU	107 37.9 U	84 48.0 GKOTU E	28 37.3 U	156 46.0 GKOTU E	88 36.2 U	150 47.5 GKOTU E	12 44.4 U	32 41.0 U	45 30.6 U	4 57.1 U	244 100.0 OPSTU JKLMN *EFGHI	-	236 43.9 KOTU	6 25.0	2 9.5
FEMALE	338 58.1	125 53.6	94 60.3	30 56.6	89 63.6 HJL	25 50.0	175 62.1 HJL	91 52.0	47 62.7	183 54.0	155 63.8 BHJLS	166 52.5	15 55.6	46 59.0	102 69.4 FHJLS AB	3 42.9	-	338 100.0 NOPST IJKLM *DEFGH	301 56.1	18 75.0 FHJLS B	19 90.5 MNOPS HIJKL *CDEFG

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ZONE

		HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
BASE - ALL RESPONDENTS	582	233	156	53	140	50	282	175	75	339	243	316	27	78	147	7	244	338	537	24	21
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
ZONE 1	122	45	39	16	22	9	71	25	17	71	51	84	4	10	22	-	46	76	116	2	4
	21.0	19.3	25.0	30.2	15.7	18.0	25.2	14.3	22.7	20.9	21.0	26.6	14.8	12.8	15.0		18.9	22.5	21.6	8.3	19.0
	HNT		EHNOT	EHNOT			EHNOT			T	T	HNOQT BE						HNOT	HNT		
ZONE 2	104	35	30	11	28	8	65	24	7	63	41	62	6	3	31	2	41	63	101	1	2
	17.9	15.0	19.2	20.8	20.0	16.0	23.0	13.7	9.3	18.6	16.9	19.6	22.2	3.8	21.1	28.6	16.8	18.6	18.8	4.2	9.5
	INT	NT	INT	NT	INT	N	HINTU B	NT		INT	NT	INT	NT		INT		NT	INT	INT		
ZONE 3	111	40	27	7	37	8	54	35	14	60	51	58	4	9	36	1	37	74	104	-	7
	19.1	17.2	17.3	13.2	26.4	16.0	19.1	20.0	18.7	17.7	21.0	18.4	14.8	11.5	24.5	14.3	15.2	21.9	19.4		33.3
					BDJNQ						N				NQ			NQ			N
ZONE 4	141	57	39	10	35	19	49	52	21	92	49	81	4	23	30	2	74	67	124	13	4
	24.2	24.5	25.0	18.9	25.0	38.0	17.4	29.7	28.0	27.1	20.2	25.6	14.8	29.5	20.4	28.6	30.3	19.8	23.1	54.2	19.0
	G	G				KMORS DG		GKR		GKR		G		G			KMORS G		G	OQRSU JKLMN *DEGHI	
ZONE 5	94	50	20	9	15	6	36	38	14	47	47	29	8	31	23	2	42	52	82	8	4
	16.2	21.5	12.8	17.0	10.7	12.0	12.8	21.7	18.7	13.9	19.3	9.2	29.6	39.7	15.6	28.6	17.2	15.4	15.3	33.3	19.0
	L	EGJLS C						CEGJL	L		EGL		EL	OQRSU HIJKL *CDEFG			L	L	L	EFGJL C	
NO ANSWER	10	6	1	-	3	-	7	1	2	6	4	2	1	2	5	-	4	6	10	-	-
	1.7	2.6	0.6		2.1		2.5	0.6	2.7	1.8	1.6	0.6	3.7	2.6	3.4		1.6	1.8	1.9		

LANGUAGE

		HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
BASE - ALL RESPONDENTS	582 100.0	233 100.0	156 100.0	53 100.0	140 100.0	50 100.0	282 100.0	175 100.0	75 100.0	339 100.0	243 100.0	316 100.0	27 100.0	78 100.0	147 100.0	7 100.0	244 100.0	338 100.0	537 100.0	24 100.0	21 100.0
ENGLISH	537 92.3 KNO	211 90.6 KN	140 89.7 N	52 98.1 GKNOR ABC	134 95.7 GKNOR BC	45 90.0 N	256 90.8 KN	163 93.1 KNO	73 97.3 GKNOR ABC	334 98.5 HKNOR ABCFG	203 83.5 N	316 100.0 KNOQR EFGHJ ABC	27 100.0 KNOQR EFGHJ ABC	54 69.2	126 85.7 N	7 100.0 KNOQR EFGHJ ABC	236 96.7 GKNOR ABC	301 89.1 N	537 100.0 KNOQR EFGHJ ABC	-	-
SPANISH	24 4.1 EJ	10 4.3	12 7.7 EIJQ	-	2 1.4	4 8.0	9 3.2	10 5.7 EIJ	1 1.3	5 1.5	19 7.8 EGIJQ	-	-	24 30.8 IJKQR CEFGH AB	-	-	6 2.5	18 5.3 EIJ	-	24 100.0 JKNQR EFGHI ABC	-
CHINESE	21 3.6 HQ	12 5.2 HQ	4 2.6	1 1.9	4 2.9	1 2.0	17 6.0 HIQ	2 1.1	1 1.3	-	21 8.6 EFHIQ ACD	-	-	-	21 14.3 GHIQR BCDEF A	-	2 0.8	19 5.6 HIQ	-	-	21 100.0 IKOQR DEFGH ABC

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INTERVIEW DATE

		HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		ETHNICITY					GENDER		SURVEY LANGUAGE		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	WHT	BLACK	HISP.	ASIAN	OTHER	M	F	ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
BASE - ALL RESPONDENTS	582	233	156	53	140	50	282	175	75	339	243	316	27	78	147	7	244	338	537	24	21
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
WEDNESDAY, 10/27	31	14	12	2	3	3	16	11	1	21	10	20	1	2	8	-	11	20	30	1	-
	5.3	6.0	7.7	3.8	2.1	6.0	5.7	6.3	1.3	6.2	4.1	6.3	3.7	2.6	5.4		4.5	5.9	5.6	4.2	
	EI	I	EI				I	I		EI		EI						EI	EI		
THURSDAY, 10/28	31	14	9	2	6	2	13	13	3	24	7	21	2	2	7	2	11	20	31	-	-
	5.3	6.0	5.8	3.8	4.3	4.0	4.6	7.4	4.0	7.1	2.9	6.6	7.4	2.6	4.8	28.6	4.5	5.9	5.8		
								K		KN		K							K		
FRIDAY, 10/29	29	9	10	2	8	1	14	7	7	19	10	15	2	2	8	-	12	17	29	-	-
	5.0	3.9	6.4	3.8	5.7	2.0	5.0	4.0	9.3	5.6	4.1	4.7	7.4	2.6	5.4		4.9	5.0	5.4		
SUNDAY, 10/31	31	16	7	2	6	3	14	12	2	19	12	19	3	3	5	-	16	15	31	-	-
	5.3	6.9	4.5	3.8	4.3	6.0	5.0	6.9	2.7	5.6	4.9	6.0	11.1	3.8	3.4		6.6	4.4	5.8		
MONDAY, 11/1	32	14	7	3	8	3	12	10	7	23	9	18	-	4	7	-	16	16	32	-	-
	5.5	6.0	4.5	5.7	5.7	6.0	4.3	5.7	9.3	6.8	3.7	5.7		5.1	4.8		6.6	4.7	6.0		
TUESDAY, 11/2	31	23	-	4	4	1	18	6	6	21	10	23	-	2	6	-	15	16	31	-	-
	5.3	9.9		7.5	2.9	2.0	6.4	3.4	8.0	6.2	4.1	7.3		2.6	4.1		6.1	4.7	5.8		
		HKNOR										EFN									
		AEF																			
WEDNESDAY, 11/3	23	9	7	-	7	7	9	6	1	10	13	12	1	3	7	-	8	15	23	-	-
	4.0	3.9	4.5		5.0	14.0	3.2	3.4	1.3	2.9	5.3	3.8	3.7	3.8	4.8		3.3	4.4	4.3		
						HIJLQ					I										
						ABG															
THURSDAY, 11/4	43	13	8	5	17	4	18	10	11	29	14	24	1	10	9	-	21	22	43	-	-
	7.4	5.6	5.1	9.4	12.1	8.0	6.4	5.7	14.7	8.6	5.8	7.6	3.7	12.8	6.1		8.6	6.5	8.0		
					BCHK				BCHKM												
FRIDAY, 11/5	31	14	7	5	5	4	11	14	2	18	13	22	1	-	6	1	14	17	31	-	-
	5.3	6.0	4.5	9.4	3.6	8.0	3.9	8.0	2.7	5.3	5.3	7.0	3.7		4.1	14.3	5.7	5.0	5.8		
SUNDAY, 11/7	29	9	7	2	11	3	13	11	2	15	14	16	1	1	10	-	9	20	29	-	-
	5.0	3.9	4.5	3.8	7.9	6.0	4.6	6.3	2.7	4.4	5.8	5.1	3.7	1.3	6.8		3.7	5.9	5.4		
	N				N			N			N	N			N			N	N		
MONDAY, 11/8	30	5	14	3	8	4	14	9	3	17	13	16	4	1	7	1	11	19	30	-	-
	5.2	2.1	9.0	5.7	5.7	8.0	5.0	5.1	4.0	5.0	5.3	5.1	14.8	1.3	4.8	14.3	4.5	5.6	5.6		
	BN		BN				N			N	N	N						BN	BN		

INTERVIEW DATE

	TOTAL	HOW OFTEN RIDE MUNI: 5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	RATING OF MUNI SVC.: EXC.	GOOD	FAIR	POOR	VISITED SFMTA.COM: YES	NO/DK	ETHNICITY: WHT	BLACK	HISP.	ASIAN	OTHER	GENDER: M	F	SURVEY LANGUAGE: ENG	SP	CH
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
TUESDAY, 11/9	37 6.4 J	13 5.6	10 6.4	8 15.1 EFJR	6 4.3	2 4.0	16 5.7	11 6.3	8 10.7	12 3.5	25 10.3 EJR	23 7.3 J	2 7.4	4 5.1	8 5.4	1 14.3	21 8.6 J	16 4.7	37 6.9 J	-	-
WEDNESDAY, 11/10	50 8.6	22 9.4	15 9.6	2 3.8	11 7.9	4 8.0	24 8.5	17 9.7	5 6.7	32 9.4	18 7.4	18 5.7	1 3.7	17 21.8 MOQRS HIJKL *CDEFG	11 7.5	-	20 8.2	30 8.9	42 7.8	8 33.3 MOQRS HIJKL *CDEFG	-
THURSDAY, 11/11	50 8.6 L	21 9.0	12 7.7	2 3.8	15 10.7 L	4 8.0	23 8.2	13 7.4	10 13.3 DL	24 7.1	26 10.7 DL	15 4.7	2 7.4	13 16.7 HJLQS D	19 12.9 DLS	1 14.3	17 7.0	33 9.8 L	34 6.3	7 29.2 LMQRS DFGHJ ABC	9 42.9 NOQRS IJKLM *DEFGH
FRIDAY, 11/12	38 6.5 F	14 6.0	7 4.5	7 13.2 FK	10 7.1	1 2.0	22 7.8 FK	11 6.3	4 5.3	29 8.6 FK	9 3.7	20 6.3	3 11.1	4 5.1	10 6.8	-	19 7.8 F	19 5.6	38 7.1 FK	-	-
SATURDAY, 11/13	6 1.0	3 1.3	1 0.6	-	2 1.4	-	4 1.4	1 0.6	1 1.3	1 0.3	5 2.1	2 0.6	-	-	4 2.7	-	1 0.4	5 1.5	2 0.4	-	4 19.0 KLQRS EGHIJ ABC
SUNDAY, 11/14	45 7.7 IN	18 7.7 IN	16 10.3 HIN	4 7.5	7 5.0	2 4.0	33 11.7 HIJNS EF	8 4.6	2 2.7	20 5.9 N	25 10.3 EHIN	28 8.9 IN	3 11.1	1 1.3	13 8.8 IN	-	18 7.4 N	27 8.0 IN	37 6.9 N	-	8 38.1 NOQRS IJKLM *DEFGH
OTHER	15 2.6	2 0.9	7 4.5 B	-	6 4.3	2 4.0	8 2.8	5 2.9	-	5 1.5	10 4.1 BLS	4 1.3	-	9 11.5 LOQRS ABGHJ	2 1.4	1 14.3	4 1.6	11 3.3 B	7 1.3	8 33.3 NOQRS GHJKL ABCEF	-

2011 SAN FRANCISCO MUNI RIDERSHIP SURVEY

WHAT IS THE MAIN REASON YOU DON'T RIDE MUNI MORE?

	TOTAL
	(A)
BASE - ALL NON-RIDERS	556
	100.0
PREFER TO USE MY PERSONAL VEHICLE	108
	19.4
MUNI TRIPS TAKE TOO LONG/ DON'T WANT TO WAIT/CAR IS FASTER	62
	11.2
COMMUTE/TRAVEL OUT OF CITY	58
	10.4
UNABLE TO TRAVEL/DON'T TRAVEL MUCH/DON'T TRAVEL WITHOUT ASSISTANCE	56
	10.1
I GET A RIDE/CARPOOL/ TAKE A TAXI WHEN I NEED TO	36
	6.5
PREFER TO WALK/BICYCLE	33
	5.9
NEED TO TRANSPORT CHILDREN/ELDERLY/GET GROCERIES/RUN MULTIPLE ERRANDS/CARRY MULTIPLE THINGS WITH ME	33
	5.9
CAR IS EASIER/MORE CONVENIENT	31
	5.6
USE OTHER TRANSIT (BART, PARATRANSIT, TAXI)	30
	5.4
LIVE CLOSE TO WORK/ SHOPPING, ETC.	24
	4.3
MUNI DOESN'T GO WHERE I NEED TO GO	22
	4.0

WHAT IS THE MAIN REASON YOU DON'T RIDE MUNI MORE?

	TOTAL
	(A)
NOT RELIABLE	21 3.8
INADEQUATE SCHEDULE/ FREQUENCY	19 3.4
NEED CAR FOR BUSINESS/ WORK PROVIDES A VEHICLE	18 3.2
UNSAFE/LACK OF SECURITY/ ENFORCEMENT/TOO MUCH VIOLENCE/CRIME ONBOARD	17 3.1
TOO CROWDED	17 3.1
DON'T COMMUTE/WORK AT HOME	14 2.5
NO NEED/DESIRE TO GO DOWNTOWN	13 2.3
STOPS ARE TOO FAR AWAY/ BAD SERVICE FROM MY HOME	13 2.3
DON'T LIKE THE TYPE OF PEOPLE WHO RIDE MUNI/TOO MANY HOMELESS/PEOPLE WITH MENTAL PROBLEMS/ DRUG USERS/SCAMMERS ONBOARD	13 2.3
TOO DIRTY	12 2.2
HAVE HEARD 'BAD THINGS' ABOUT MUNI	10 1.8
TOO EXPENSIVE/NOT A GOOD VALUE/CAR/BIKE IS CHEAPER	9 1.6

2011 SAN FRANCISCO MUNI RIDERSHIP SURVEY

WHAT IS THE MAIN REASON YOU DON'T RIDE MUNI MORE?

	TOTAL
	(A)
DOESN'T ACCOMMODATE DISABLED RIDERS/MY DISABILITY WELL ENOUGH	7 1.3
LIVE IN DANGEROUS NEIGHBORHOOD/UNSAFE TO WALK/WAIT FOR BUS	6 1.1
NOT FAMILIAR WITH SYSTEM/ DON'T KNOW HOW TO USE IT	3 0.5
HAVE PARKING AT WORK	2 0.4
MUNI DRIVERS ARE RUDE/DO NOT DRIVE SAFELY	2 0.4
DON'T KNOW/REFUSED	12 2.2